LAKE EMERGENCY MEDICAL SERVICES, INC.
REQUEST FOR PROPOSAL (RFP) RE-ISSUED

Web-Based Human Resources Information System

RFP Number:	15-0624R	**Procurement Representative:**	Bryan Andrews
Proposal Due Date:	7/17/2015	**Pre-Proposal Conference Date:**	Not Applicable
Proposal Due Time:	3:00 pm.	**RFP Re-Issue Date:**	6/30/2015

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SPECIFIC SOLICITATION REQUIREMENTS ARE AS NOTED BELOW:	
Proposal and/or Performance Bond:	Not applicable to this solicitation
Certificate of Competency/License:	Not applicable to this solicitation
Indemnification/Insurance:	See Section 1.8
Pre-Proposal Conference/Walk-Thru:	Not applicable to this solicitation

At the date and time specified above, all proposals that have been received in a timely manner will be opened, recorded, and accepted for consideration. The names of the vendors submitting proposals will be read aloud and recorded. The proposals will be available for inspection during normal business hours at Lake EMS (LEMS) thirty (30) calendar days after the due date. When counter-signed by an authorized representative, this document and any specifically identified attachments may form the contract document binding the parties to all performance specified herein.

Vendors shall complete and return the entirety of this RFP, and attach all other information requested in this RFP (see Provision 1.13). Failure to sign the proposal response, or to submit the proposal response by the specified time and date, may be cause for rejection of the proposal.

NO-RESPONSE REPLY:

If any vendor does <u>not</u> want to respond to this solicitation at this time, or, would like to be removed from LEMS's Vendor List, please mark the appropriate space, complete name below and return this page only.

☐ Not interested at this time; keep our firm on LEMS's Vendors List for future solicitations for this product / service

☐ Please remove our firm from LEMS's Vendor's List for this product / service.

VENDOR IDENTIFICATION:

Company Name:		**Phone Number:**	
E-mail Address:		**Contact Person:**	

NOTICE TO VENDORS

RFP number 15-0624 was due June 26, 2015 at 12:00 p.m. Because Lake EMS did not realize sufficient competition, the RFP is hereby re-issued as RFP 15-0624R, with bids due by **July 17, 2015 at 3:00 p.m.**

Information regarding how and where to submit a Bid can be found in Sections 1.13 of this document.

NOTE: If you submitted a Bid response to the original RFP (15-0624) you **DO NOT HAVE TO RE-SUBMIT A BID**.

Section 1.1: Purpose / Background

Lake Emergency Medical Services, Inc. (LEMS) is requesting proposals from qualified firms for the provision of a web based Human Resources Information System (HRIS) in conjunction with their needs. The system will be used for various human resources activities, including recruiting and hiring, tracking employee information and statistics, personnel evaluations, disciplinary actions, credentialing, time and attendance, scheduling, and payroll.

Lake Emergency Medical Services, Inc. Profile
LEMS is an Emergency Medical Services provider operating in Lake County, Florida. We currently deploy 21 ambulances stationed throughout the Lake County, Florida area. As an emergency services provider we currently utilize a variety of shifts to perform our mission, including 8, 12, 13 and 24 hour shifts. We currently employ 235 full time employees, as well as an additional 40 flex staff for a total of 275 staff members. LEMS has some unique needs in regards to the following:

1. **Entitlement Accruals:** Entitlements at LEMS are based on the number of scheduled hours worked, and have max limits per pay period. The proposed system should be flexible enough to enable the system to properly and automatically accrue entitlements based on scheduled vs. unscheduled hours worked for each individual type of shift. This includes a varying number of accrued entitlement hours each pay period, depending on how the schedules rotate for any given period. For example, for our 24 hour staff, one pay period they work 120 scheduled hours, but the next they only work 96. If they work a regular shift the first Tuesday of a pay period that will be their short period. So the max limits are different for each of those type pay periods. Also, our 13 and 24 hour shifts accrue at a different rate than our 8 and 12 hour shifts. The proposed system must be able to accommodate this.

2. **Evaluation Periods:** LEMS does not have a standard evaluation time period for all employees. Rather, employee evaluation periods are based on the initial start date and run for a specified length of time. (i.e. 3 months, 6 months, annual, etc.). Thus, the evaluation module must accommodate user entry of the evaluation period.

3. **Out of Rank Pay**: Individuals get a bonus when working out of rank. The proposed system must be able to automatically calculate pay based on the position worked during a particular shift.

4. **Holiday Pay**: LEMS is a 24 hour per day, 365 day per year operation. As such, the proposed system must be able to provide incentive pay for specified blocks of time in a variety of pay ratios (i.e. 1.5, double time, percentage of regular, etc.)

5. **Certification Tracking**: Certification requirements and expiration dates must be tied to the scheduling process to prevent uncertified staff from being placed on the schedule.

6. **Scheduled vs. Unscheduled Overtime**: As part of their normal schedules, the majority of LEMS staff have built in overtime. It is important to note that there are no overtime exemptions for EMS workers such as exist with Fire Fighters so anything over 40 hours is overtime. The proposed system must be able to differentiate from the schedule or

assigned rotation which is scheduled vs. unscheduled overtime. This is important from a payroll/budgetary perspective as well as from an entitlement accrual standpoint as no hours are to be accrued for unscheduled work time.

7. **Shift Swaps**: The proposed system must have a mechanism for shift swaps.
8. **Shift Bids**: The proposed system must have a mechanism for shift bids.
9. **Swap Paid vs. Swap Unpaid:** The proposed system must allow for both paid and unpaid swaps.
10. **Partial Shifts:** The proposed system must allow for managers to list and employees to request partial shifts.
11. **Scheduling:** The proposed scheduling module must interact with the certification module for purposes of preventing un-certified personnel from being placed on the schedule. In addition, this module should be user friendly and capable of handling a variety of shift rotations for 8, 12, 13, and 24 hour shifts.

Section 1.2: Designated Procurement Representative

Questions concerning any portion of this solicitation shall be directed in writing [fax and e-mail accepted] to the below named individual who shall be the official point of contact for this solicitation. Questions concerning this RFP or the requesting system are due in writing to the email address provided below no later than ten (10) working days prior to the proposal due date.

> Lake EMS
> Attn: Bryan Andrews
> 2761 W. Old Highway 441
> Mount Dora, FL 32757
>
> Phone : 352-383-4554
> Fax : 352-385-9063
> E-mail: bandrews@lakeems.org

No answers given in response to questions submitted shall be binding upon this solicitation unless released in writing as an addendum to the solicitation by LEMS.

Section 1.3: Method of Award

Award will be made to the vendor who submits the overall proposal that is judged to provide the best value to LEMS. Proposals will be evaluated based upon the following criteria, which are listed in order of descending importance:

1.   Ability to meet specific functional needs of LEMS
2.   Project understanding and technical approach.
3.   Proposed materials and plan to accomplish task.
4.   Proposed costs.
5.   Reputation, experience, capability, and availability of system and staff.
6.   Reports from direct and indirect references.

7.   Responsiveness and completeness of the written proposal to the instructions contained herein and with regard to the Scope of Services.
8.   Ability to implement a live system by January 1, 2016
9.   Other relevant criteria.

Section 1.4: Pre-Proposal Conference

Not applicable to this solicitation.

Section 1.5: Term of Contract

The performance period under this contract shall commence upon the date of contract signature, after approval by LEMS Board of Directors, and issuance of Notice To Proceed, and shall remain in effect until such time as the commodities, equipment and/or services acquired in conjunction with this solicitation and resulting contract have been delivered and/or completed, and accepted by LEMS's authorized representative, and will then remain in effect until completion of the expressed and/or implied warranty periods and/or support periods.

Section 1.6: Option to Renew

Not applicable to this solicitation.

Section 1.7: Method of Payment

The vendor(s) shall submit invoices to LEMS after each individual purchase or task has been completed. In addition to the general invoice requirements set forth below, the invoices shall reference, as applicable, the corresponding delivery ticket number, packing slip number, or other acceptance document that was signed by an authorized representative of LEMS   at the time the items were delivered and accepted. Submittal of these periodic invoices shall not exceed thirty (30) calendar days from the delivery of the goods or services. Under no circumstances shall the invoices be submitted to LEMS in advance of the delivery and acceptance of the items.

All invoices shall contain the contract and/or purchase order number, date and location of delivery or service, and confirmation of acceptance of the goods or services by the appropriate LEMS representative. Failure to submit invoices in the prescribed manner will delay payment, and the vendor may be considered in default of contract and its contract may be terminated. Payments shall be tendered in accordance with the Florida Prompt Payment Act, Part VII, Chapter 218, Florida Statutes.

Section 1.8: Insurance

Each vendor shall include in its solicitation response package proof of insurance capabilities, including but not limited to, the following requirements: [This does not mean that the vendor must have the coverage prior to submittal, but, that the coverage must be in effect prior to a purchase order or contract being executed by LEMS.]

An original certificate of insurance, indicating that the awarded vendor has coverage in accordance with the requirements of this section, shall be furnished by the vendor to the Contracting Officer within five (5) working days of such request and must be received and accepted by LEMS prior to contract execution and/or before any work begins.

The vendor shall provide and maintain at all times during the term of any contract, without cost or expense to LEMS, policies of insurance**,** with a company or companies authorized to do business in the State of Florida, and which are acceptable to LEMS, insuring the vendor against any and all claims, demands or causes of action whatsoever, for injuries received or damage to property relating to the performance of duties, services and/or obligations of the vendor under the terms and provisions of the contract. The vendor is responsible for timely provision of certificate(s) of insurance to LEMS at the certificate holder address evidencing conformance with the contract requirements at all times throughout the term of the contract.

Such policies of insurance, and confirming certificates of insurance, shall insure the vendor is in accordance with the following minimum limits:

General Liability insurance on forms no more restrictive than the latest edition of the Occurrence Form Commercial General Liability policy (CG 00 01) of the Insurance Services Office or equivalent without restrictive endorsements, with the following minimum limits and coverage:

Each Occurrence/General Aggregate	$1,000,000/2,000,000
Products-Completed Operations	$2,000,000
Personal & Adv. Injury	$1,000,000
Fire Damage	$50,000
Medical Expense	$5,000
Contractual Liability	Included

Automobile liability insurance, including owned, non-owned, and hired autos with the following minimum limits and coverage:

Combined Single Limit	$1,000,000

Workers' compensation insurance based on proper reporting of classification codes and payroll amounts in accordance with Chapter 440, Florida Statutes, and/or any other applicable law requiring workers' compensation (Federal, maritime, etc). If not required by law to maintain workers compensation insurance, the vendor must provide a notarized statement that if he or she is injured; he or she will not hold LEMS responsible for any payment or compensation.

Employers Liability insurance with the following minimum limits and coverage:

Each Accident	$1,000,000
Disease-Each Employee	$1,000,000
Disease-Policy Limit	$1,000,000

Professional liability and/or specialty insurance (medical malpractice, engineers, architect, consultant, environmental, pollution, errors and omissions, etc.) insurance as applicable, with minimum limits of $1,000,000 and annual aggregate of $2,000,000.

The following additional coverage must be provided if a dollar value is inserted below:

> Loss of Use at coverage value: $ _____
> Garage Keepers Liability at coverage value: $ _____

LEMS and LEMS Board of Directors, shall be named as additional insured as their interest may appear on all applicable liability insurance policies.

The certificate(s) of insurance, shall provide for a minimum of thirty (30) days prior written notice to LEMS of any change, cancellation, or nonrenewal of the provided insurance. It is the vendor's specific responsibility to ensure that any such notice is provided within the stated timeframe to the certificate holder.

If it is not possible for the Vendor to certify compliance, on the certificate of insurance, with all of the above requirements, then the Vendor is required to provide a copy of the actual policy endorsement(s) providing the required coverage and notification provisions.

Certificate(s) of insurance shall identify the applicable solicitation (ITB/RFP/RFQ) number in the Description of Operations section of the Certificate.

Certificate holder shall be:

> Lake Emergency Medical Services, Inc.
> 2671 W. Old Hwy. 441
> Mount Dora, FL 32757

Certificates of insurance shall evidence a waiver of subrogation in favor of LEMS, that coverage shall be primary and noncontributory, and that each evidenced policy includes a Cross Liability or Severability of Interests provision, with no requirement of premium payment by LEMS.

The Vendor shall be responsible for subcontractors and their insurance. Subcontractors are to provide certificates of insurance to the prime vendor evidencing coverage and terms in accordance with the Vendor's requirements.

All self-insured retention**s** shall appear on the certificate(s) and shall be subject to approval by LEMS. At the option of LEMS, the insurer shall reduce or eliminate such self-insured retentions, or the vendor or subcontractor shall be required to procure a bond guaranteeing payment of losses and related claims expenses.

LEMS shall be exempt from, and in no way liable for, any sums of money, which may represent a deductible or self-insured retention in any insurance policy. The payment of such deductible or

self-insured retention shall be the sole responsibility of the vendor and/or sub contractor providing such insurance.

Failure to obtain and maintain such insurance as set out above will be considered a breach of contract and may result in termination of the contract for default.

Neither approval by LEMS of any insurance supplied by the vendor or Subcontractor(s), nor a failure to disapprove that insurance, shall relieve the vendor or Subcontractor(s) of full responsibility for liability, damages, and accidents as set forth herein.

Section 1.9: Bonding Requirements

Not applicable to this solicitation.

Section 1.10: Completion of Work

The vendor shall state in its offer the number of calendar days from the date of the purchase order in which it will guarantee to complete the work. Time for completion may be considered a factor in determining the successful vendor if so stipulated in Section 1.3 entitled "Method of Award".

All work shall be performed in accordance with good commercial practice. The work schedule and completion dates shall be adhered to by the vendor(s), except in such cases where the completion date will be delayed due to acts of God, strikes, or other causes beyond the control of the vendor. In these cases, the vendor shall notify LEMS of the delays in advance of the original completion so that a revised delivery schedule can be appropriately considered by LEMS.

Should the vendor(s) to whom the contract(s) is awarded fail to complete the work within the number of days stated in its offer, or the "not-to-exceed" timeframe cited above, it is hereby agreed and understood that LEMS reserves the authority to cancel the contract with the vendor and to secure the services of another vendor to complete the work. If LEMS exercises this authority, LEMS shall be responsible for reimbursing the vendor for work which was completed and found acceptable to LEMS in accordance with the contract specifications. LEMS may, at its option, demand payment from the vendor, through an invoice or credit memo, for any additional costs over and beyond the original contract price which were incurred by LEMS as a result of having to secure the services of another vendor. If the incumbent vendor fails to honor this invoice or credit memo, LEMS may terminate the contract for default.

Section 1.11: Acceptance of Goods or Services

The product(s) delivered as a result of an award from this solicitation shall remain the property of the contractor, and services rendered under the contract will not be deemed complete, until a physical inspection and actual usage of the product(s) and/or service(s) is (are) accepted by LEMS and shall be in compliance with the terms herein, fully in accord with the specifications and of the highest quality.

Any goods and/or services purchased as a result of this solicitation and/or contract may be tested/inspected for compliance with specifications. In the event that any aspect of the goods or services provided is found to be defective or does not conform to the specifications, LEMS reserves the right to terminate the contract or initiate corrective action on the part of the vendor, to include return of any non-compliant goods to the vendor at the vendor's expense**,** requiring the vendor to either provide a direct replacement for the item, or a full credit for the returned item. The vendor shall not assess any additional charge(s) for any conforming action taken by LEMS under this clause. LEMS will not be responsible to pay for any product or service that does not conform to the contract specifications.

In addition, any defective product or service or any product or service not delivered or performed by the date specified in the purchase order or contract, may be procured by LEMS on the open market, and any increase in cost may be charged against the awarded contractor. Any cost incurred by LEMS in any re-procurement plus any increased product or service cost shall be withheld from any monies owed to the contractor by LEMS for any contract or financial obligation.

Section 1.11.1: Deficiencies in Work to be Corrected by the Vendor

The vendor shall promptly correct all apparent and latent deficiencies and/or defects in work, and/or any work that fails to conform to the contract documents regardless of project completion status. All corrections shall be made within two (2) calendar days after such rejected defects, deficiencies, and/or non-conformances are verbally reported to the vendor by LEMS's project administrator, who may confirm all such verbal reports in writing. The vendor shall bear all costs of correcting such rejected work. If the vendor fails to correct the work within the period specified, LEMS may, at its discretion, notify the vendor, in writing, that the vendor is subject to contractual default provisions if the corrections are not completed to the satisfaction of LEMS within two (2) calendar days of receipt of the notice. If the vendor fails to correct the work within the period specified in the notice, LEMS shall place the vendor in default, obtain the services of another vendor to correct the deficiencies, and charge the incumbent vendor for these costs, either through a deduction from the final payment owed to the vendor or through invoicing. If the vendor fails to honor this invoice or credit memo, LEMS may terminate the contract for default.

Section 1.12: Warranty

The vendor agrees that, unless expressly stated otherwise in the bid or proposal, the product and/or service furnished as a result of an award from this solicitation shall be covered by the most favorable commercial warranty the vendor gives to any customer for comparable quantities of products and/or services and the rights and remedies provided herein are in addition to said warranty and do not limit any right afforded to LEMS by any other provision of this solicitation.

The vendor hereby acknowledges and agrees that all materials, except where recycled content is specifically requested, supplied by the vendor in conjunction with this solicitation and resultant contract shall be new, warranted for their merchantability, and fit for a particular purpose.

Section 1.13: Delivery of Solicitation Response

If you plan on submitting your bid or proposal **IN PERSON**, please bring it to:

>   Lake EMS
>   Attn: Bryan Andrews
>   2761 W. Old Highway 441
>   Mount Dora, FL 32757

If you submit your bid or proposal by the **UNITED STATES POSTAL SERVICE (USPS),** please mail it to:

>   Lake EMS
>   Attn: Bryan Andrews
>   2761 W. Old Highway 441
>   Mount Dora, FL 32757

If you submit your bid or proposal by a **THIRD PARTY CARRIER** such as FedEx, UPS, or a private courier, please send it to:

>   Lake EMS
>   Attn: Bryan Andrews
>   2761 W. Old Highway 441
>   Mount Dora, FL 32757

All bids or proposals must be sealed and make visible reference to RFP# 15-0624R on the packaging. Facsimile (fax) or electronic submissions (e-mail) will <u>not</u> be accepted.

Section 1.14: Completion Requirements for Request For Proposal (RFP)

An original proposal and five (5) complete copies of the proposal shall be submitted by the vendor in a sealed envelope or package and delivered to the address stated in section 1.13 no later than the official proposal due date and time. Any proposal received after this time will <u>not</u> be considered and will be returned unopened to the submitter. LEMS is not liable or responsible for any costs incurred by any vendor in responding to this RFP including, without limitation, costs for product and/or service demonstrations if requested. When you submit your proposal, you are making a binding offer to LEMS.

The vendor's proposal will consist of two sections. The first section will be the vendor's Technical Proposal. The individual sections within that section should be tabbed alphabetically. The second section will be the vendor's price proposal. Each section will be prepared in accordance with the following information and directions.

A.   Economy of Presentation

Each proposal shall be prepared simply and economically, providing a straightforward, concise description of the proposer's capabilities to satisfy the conditions and requirements of this RFP. Fancy bindings, colored displays, and promotional material are **not** desired. Emphasis in each proposal must be on completeness and clarity of content. LEMS emphasizes that the proposer concentrate on accuracy, completeness, and clarity of content.

B.   Proposal Guidelines

To facilitate analysis of its proposal, the proposer shall prepare its proposal in accordance with the instructions outlined in this section. If the proposal deviates from these instructions, such proposal may, in LEMS's sole discretion, be rejected.

Page Size and Format - Page size shall be 8.5 x 11 inches, not including foldouts. Pages shall be single-spaced. The text size shall be 11 point or larger. Use at least one (1) inch margins on the top and bottom and three-quarter (3/4) inch side margins. Pages shall be numbered sequentially by section.

Legible tables, charts, graphs and figures shall be used wherever practical to depict organizations, systems and layouts, implementation schedules, plans, etc. These displays shall be uncomplicated, legible and shall not exceed eleven (11) by seventeen (17) inches in size. Foldout pages shall fold entirely within the section, and may only be used for large tables, charts, graphs, diagrams, and schematics.

Binding and Labeling - All Sections of the proposal should be identified by section tabs, A cover sheet should be bound in each separate proposal copy, clearly marked as to RFP title, solicitation number, copy number, and the Proposer's name.

C.   Technical Proposal Section:

Proposals shall be organized into separated sections as follows:

Cover Page: Include a Statement of Interest & Understanding of Project on company letterhead at the front of the proposal response.

Section 1:   Vendor Profile (See Attachment 1)

Section 2:   Technology / Security (See Attachment 2)

Section 3:   Product Deployment/Customization (See Attachment 3)

Section 4:   Product Overview (See Attachment 4)

Section 5:   Product Functionality (See Attachment 5)

Section 6:   Key Project Personnel. Provide resumes for key project personnel, including project manager who would be assigned if selected.

Section 7:   Proposed Project Timeline (Must be live by January 1, 2016)

Section 8:   Proof of Insurability (See Section 1.8)

Section 9:   References

Section 10: Litigation. Provide information on the nature, magnitude and outcome of any and all litigation and proceedings for the previous three (3) years involving your firm and its activities.

Section 11: Subcontractors/Joint Ventures. Provide a list of any proposed subconsultants or joint venture arrangements that may be used on this project.

Section 12: Other Information. Provide any other information that will provide insight to LEMS about the qualifications, fitness and abilities of the firm. This information should be succinct.

D.   Pricing Proposal:

The Proposer shall organize its proposal into the following sections:

Section 1: RFP Document. Include a copy of a fully completed and signed RFP.

Section 2: Pricing Section. Provide supporting documentation for the prices proposed sufficient to evaluate and determine price realism.

Section 3: Financial Stability.

Each proposer shall certify and provide a statement that it is financially stable and have the necessary resources, human and financial, to provide the services at the level required by LEMS. Each proposer shall be prepared to supply a financial statement upon request, preferably a certified audit, but a third party prepared financial statement and the latest D & B report will be accepted. LEMS reserves the right to use a third-party company to verify financial information provided in each proposal. If a subcontractor or joint venture arrangement is being proposed, provide similar information for those participants in the proposal.

Section 1.15: Alternate Offers May be Considered

LEMS will consider one (1) alternate offer from a vendor which has submitted a primary offer for this solicitation; provided that the vendor of record for both the primary and alternate offer is the same entity, and that the alternate offer provides a different product or level of service that meets or exceeds the contract requirements. In order for LEMS to consider an alternate offer, the vendor shall provide a complete and separate pricing section using the forms set forth within this solicitation and shall mark "Alternate Offer" on the first page of the alternate pricing section. LEMS reserves the right to consider and award, based on LEMS's best interests, any alternate offer based on the method of award prescribed in this solicitation.

Section 1.16: Competency of Vendors and Associated Sub-consultants

LEMS may elect to conduct a pre-award inspection of the vendor's facility during the offer evaluation process. Offers will be considered only from firms which are regularly engaged in the business of providing or distributing the goods and/or performing the services as described in the solicitation, and who can produce evidence that they have a consistent satisfactory record of performance. Vendors must demonstrate that they have sufficient financial support and organization to ensure that they can satisfactorily execute the contract if awarded under the terms and conditions herein stated. In the event that the vendor intends to sub-contract any part of its work to another vendor, or will obtain the goods specifically offered under this contract from another source of supply; the vendor may be required to verify the competency of its sub-contractor or supplier. LEMS reserves the right, before awarding the contract, to require a vendor to submit such evidence of its qualifications and the qualifications of its sub-contractor as it may deem necessary. LEMS may consider any evidence available to it of the financial, technical and other qualifications and abilities of any vendor responding hereunder, including past performance with LEMS, in determining vendor responsibility for the purposes of selecting a vendor for contract award.

Section 1.17: Compliance with Federal Standards

All items to be purchased under this contract shall be in accordance with all governmental standards, to include, but not be limited to, those issued by the Occupational Safety and Health Administration (OSHA), the National Institute of Occupational Safety Hazards (NIOSH), and the National Fire Protection Association (NFPA).

Section 1.18: Demonstration of Software/System May Be Required During Evaluation

After receipt of offers by LEMS, the vendors may be required to demonstrate their specifically offered software/system to LEMS personnel, at no separate cost. The purpose of this demonstration is to observe the software/system in an operational environment and to verify its capability, suitability, and adaptability in conjunction with the performance requirements stipulated in this solicitation. If a demonstration is required, LEMS will notify the vendor of such in writing and will specify the date, time and location of the demonstration. If the vendor fails to perform the demonstration on the specified date stipulated in the notice, LEMS may elect to reject that vendor's offer, or to re-schedule the demonstration, whichever action is determined

to be in the best interests of LEMS. LEMS shall be the sole judge of the acceptability of the software/system in conformance with the specifications and its decision shall be final.

The software/system used for the demonstration shall be the same as the manufacturer's model identified in the vendor's offer. Accordingly, the software/system used in the demonstration shall create an express warranty that the actual software/system to be provided by the vendor during the contract period shall conform to the software/system used in the demonstration. The vendor shall be required to provide adequate restitution to LEMS, in the manner prescribed by LEMS, if this warranty is violated during the term of the contract.

Section 1.19: Key Contractor Personnel

In submitting a proposal, the Proposer is representing that each person listed or referenced in the proposal shall be available to perform the services described for LEMS, barring illness, accident, or other unforeseeable events of a similar nature in which case the Proposer must be able to promptly provide a qualified replacement. In the event the Proposer wishes to substitute personnel, the Proposer shall propose a person with equal or higher qualifications and each replacement person is subject to prior written LEMS approval. In the event the requested substitute person is not satisfactory to LEMS and the matter cannot be resolved to the satisfaction of LEMS, LEMS reserves the right to cancel the contract for cause.

Section 1.20: Omission from the Specifications

The apparent silence of this specification and any addendum regarding any details, or the omission from the specification of a detailed description concerning any point, shall be regarded as meaning that only the best commercial practices are to prevail, and that only materials and workmanship of first quality are to be used. All interpretations of this specification shall be made upon the basis of this agreement.

Section 1.21: Presentations/ Post-Discussions After Initial Bid/ Proposal Response

A.   LEMS, at its sole discretion, may ask any proposer to make an oral presentation and/or product / service demonstration without charge to LEMS. LEMS reserves the right to require any proposer to demonstrate to the satisfaction of LEMS that the proposer has the fiscal and technical ability to furnish the service(s) or product(s) as proposed. The demonstration must satisfy LEMS, and LEMS shall be the sole judge of compliance.

B.   LEMS may commence contract negotiations in accordance with the Method of Award provision specified elsewhere within this RFP. LEMS reserves the right to conduct discussions with any proposer(s) which have a realistic possibility of contract award to include any request for additional information, and any request for "best and final" offers.

C.   Proposers are cautioned not to assume that they will be asked to make a presentation or asked for a "best and final" offer and should include all pertinent and required information in their original proposal package.

Section 1.22: Public Records/ Copyrights

All electronic files, audio and/or video recordings, and all papers pertaining to any activity performed by the contractor for or on behalf of LEMS shall be the property of LEMS and will be turned over to LEMS upon request. In accordance with Chapter 119, Florida Statutes, each file and all papers pertaining to any activities performed for or on behalf of LEMS are public records available for inspection by any person even if the file or paper resides in the contractor's office or facility. The vendor shall maintain the files and papers for not less than three (3) complete calendar years after the project has been completed or terminated, or in accordance with any grant requirements, whichever is longer. Prior to the close out of the contract, the contractor shall appoint a records custodian to handle any records request and provide the custodian's name and telephone number(s) to the Contracting Officer.

Any copyright derived from any agreement derived from this solicitation shall belong to the author. The author and the contractor shall expressly assign to LEMS nonexclusive, royalty free rights to use any and all information provided by the contractor in any deliverable and/or report for LEMS's use which may include publishing in LEMS documents and distribution as LEMS deems to be in LEMS's best interests. If anything included in any deliverable limits the rights of LEMS to use the information, the deliverable shall be considered defective and not acceptable and the contractor will not be eligible for any compensation.

Section 1.23: Special Notice to Vendors Regarding Federal and/or State Requirements

Upon award of a contract resulting from this solicitation, the vendor shall utilize the U.S. Department of Homeland Security's E-Verify system in accordance with the terms governing use of the system to confirm the employment eligibility of:

1) All persons employed by the vendor during the term of the contract to perform employment duties within LEMS; and
2) All persons, including subcontractors, assigned by the vendor to perform work pursuant to the contract.

Section 1.24: Training Courses to be Provided

The vendor shall provide an intensive training program to a minimum of 250 LEMS employees regarding the use of the products or services supplied by the vendor in conjunction with this solicitation. The vendor shall bear all costs of registration fees and manuals and texts, or other instructional materials associated with the required training.

SCOPE OF SERVICES

The proposed Human Resources Information System (HRIS) must include the following disciplines:

1. Recruiting
2. Human Resources Functions (including Onboarding, Benefits, Open Enrollment, Performance Evaluations, Discipline Tracking, Certification Tracking, Incident Tracking, Leave Tracking, Self Service)
3. Time and Attendance
4. Payroll
5. Scheduling*

*It is important to note that while LEMS would prefer an integrated scheduling solution, we currently utilize E-Pro for employee scheduling and are pleased with the capabilities and performance it provides. As such, scheduling is an optional part of this RFP. However, vendors who feel their in-house solution matches the capabilities listed within this document are encouraged to propose it as part of this RFP. Otherwise, vendors are expected to certify that they have an existing interface or integration with E-Pro and are capable of providing single sign-on functionality to include it as part of their proposed solution. Proposals from vendors who do not currently have an existing interface or integration with E-Pro will be considered provided that they submit as part of their proposal a letter of intent from both parties that an interface/integration will be available by our anticipated go-live date of January 1, 2016.

Proposed System / Vendor Requirements:

The minimum qualifications for the vendor and system offered under this RFP include the following:

- Proposed solution must be a web based subscription model (i.e. SAAS)
- Vendor should provide reference contact information for a minimum of three (3) Emergency Medical Services clients
- Proposed solution must provide single sign-on functionality regardless if partner bids are submitted
- Proposed solution must be capable of accruing PDO entitlements according to the needs of LEMS as detailed in this RFP
- If selected as a finalist, vendor must be able to provide a complete product demonstration within 1 week of request. Selected vendors will have the option of an on-site demo or one done via the internet.
- Proposed solution must be capable of producing a General Ledger export file that is compatible as specified with the Lake County's accounting/general ledger system and the vendor agrees to work with the Clerk and Finance staff and/or Munis to ensure that functionality
- If selected, the proposed vendor solution must be live by January 1, 2016

See Questionnaire's is section 5 for additional information regarding system functionality.

3.1 DEFINITIONS

Addenda: A written change to a solicitation.
Contract: The agreement to perform the services set forth in this document signed by both parties with any addenda and other attachments specifically incorporated.
Contractor: The vendor to whom award has been made.
LEMS: Shall refer to LEMS.
Modification: A written change to a contract.
Proposal: Shall refer to any offer(s) submitted in response to a Request for Proposal.
Proposer: Shall refer to anyone submitting an offer in response to a Request for Proposal.
Request for Proposal (RFP): Shall mean this solicitation documentation, including any and all addenda. An RFP involves evaluation of proposals, and award may be made on a best value basis with price, technical, and other factors considered.
Solicitation: The written document requesting either bids or proposals from the marketplace.
Vendor: a general reference to any entity responding to this solicitation or performing under any resulting contract.

LEMS has established for purposes of this Request for Proposal (RFP) that the words "shall", "must", or "will" indicate an essential requirement or condition which may not be waived.

3.2 INSTRUCTIONS TO PROPOSERS

A. Proposer Qualification
It is the policy of LEMS to encourage full and open competition among all available qualified vendors. All vendors regularly engaged in the type of work specified in the solicitation are encouraged to submit proposals. Vendors may enroll with LEMS to be included on a mailing list for selected categories of goods and services. To be recommended for award LEMS requires that vendors provide evidence of compliance with the requirements below upon request:
1. Disclosure of Employment
2. Disclosure of Ownership.
3. Drug-Free Workplace.
4. W-9 and 8109 Forms – The vendor must furnish these forms as required by the Internal Revenue Service.
5. Social Security Number – The vendor must provide a copy of the primary owner's social security card if the social security number is being used in lieu of the Federal Identification Number (F.E.I.N.)
6. Americans with Disabilities Act (A.D.A.)
7. Conflict of Interest
8. Debarment Disclosure Affidavit.
9. Nondiscrimination
10. Family Leave
11. Antitrust Laws – By acceptance of any contract, the vendor agrees to comply with all applicable antitrust laws.

B. Public Entity Crimes
Pursuant to Section 287.133(2)(a) of the Florida Statutes, a person or affiliate who has been placed on the convicted vendor list following a conviction for a public entity crime may not submit a bid on a contract to provide any goods or services to a public entity, may not submit a bid on a contract with a public entity for the construction or repair of a public building or public work, may not submit bids on leases of real property to a public entity, may not be awarded or perform work as a contractor, supplier, subcontractor, or consultant under a contract with any public entity, and may not transact business with any public entity in excess of the threshold amount provided in Section 287.017 of the Florida Statutes, for CATEGORY TWO for a period of 36 months from the date of being placed on the convicted vendor list.

C. Request for Additional Information
Any communication or inquiries, except for clarification of process or procedure already contained in the solicitation, are to be made in writing to the attention of the procurement representative identified in the solicitation no later than five (5) working days prior to the proposal due date. Such inquiries or request for information shall be submitted to the procurement representative in writing and shall contain the requester's name, address, and telephone number. The Procurement Services office may issue an addendum in response to

any inquiry received, which changes or clarifies the terms, provisions, or requirements of the solicitation. The proposer should not rely on any representation, statement or explanation whether written or verbal, other than those made in this solicitation document or in any addenda issued. Where there appears to be a conflict between this solicitation and any addenda, the last addendum issued shall prevail. It is the proposer's responsibility to ensure receipt of all addenda and any accompanying documentation. Failure to acknowledge each addendum may prevent the proposal from being considered for award.

D. Contents of Solicitation and Proposers' Responsibilities
The proposer shall become thoroughly familiar with the requirements, terms, and conditions of this solicitation. Pleas of ignorance of these matters by the proposer of conditions that exist or may exist will not be accepted as a basis for varying the requirements of LEMS, or the compensation to be paid.

E. Restricted Discussions
From the date of issuance of this solicitation until final LEMS action, vendors should <u>not</u> discuss the solicitation or any part thereof with any employee, agent, or any other representative of LEMS except as expressly authorized by the designated procurement representative. The only communications that shall be considered pertinent to this solicitation are appropriately signed written documents from the vendor to the designated procurement representative and any relevant written document promulgated by the designated procurement representative.

F. Change or Withdrawal of Proposals
1. Changes to Proposal- Prior to the scheduled due date, a proposer may change its proposal by submitting a new proposal specified in the solicitation with a letter on the firm's letterhead, signed by an authorized agent stating that the new submittal replaces the original submittal. The new submittal shall contain the letter and all information as required for submitting the original proposal.
2. Withdrawal of Proposal – A proposal shall be irrevocable unless the proposal is withdrawn as provided herein. A proposal may be withdrawn, either physically or by written notice, at any time prior to the proposal due date. If withdrawn by written notice, that notice must be addressed to, and received by, the designated procurement representative prior to the designated receipt date and time. A proposal may also be withdrawn after expiration of the designated acceptance period, and prior to award, by submitting a letter to the designated procurement representative. The letter must be on company letterhead and signed by an authorized agent of the proposer.

G. Conflicts within the Solicitation
Where there appears to be a conflict between the General Terms and Conditions, Special Conditions, the Technical Specifications, the Pricing Section, or any addendum issued, the order of precedence shall be: the last addendum issued, the Proposal Price Section, the Technical Specifications, the Special Conditions, and then the General Terms and Conditions. It is incumbent upon the vendor to identify such conflicts to the designated procurement representative prior to the proposal due date.

H. Prompt Payment Terms
It is the policy of LEMS that payment for all purchases by LEMS agencies shall be made in a timely manner and that interest payments will be made on late payments in accordance with Part VII, Chapter 218, Florida Statutes, known as the Florida Prompt Payment Act. The proposer may offer cash discounts for prompt payments; however, such discounts will not be considered in determining the lowest price during proposal evaluation.

3.3 PREPARATION OF PROPOSALS
A. The Pricing Section of this solicitation defines requirements of items to be purchased, and must be completed and submitted with the proposal. Use of any other form or alteration of the form may result in rejection of the proposal
B. The proposal submitted must be legible. Bidders shall use typewriter, computer or ink. All changes must be crossed out and initialed in ink. Failure to comply with these requirements may cause the bid to be rejected.
C. An authorized agent of the proposers firm must sign the

proposal. **FAILURE TO SIGN THE PROPOSAL MAY BE CAUSE TO REJECT THE PROPOSAL.**

D. The proposer may submit alternate proposal(s) for the same solicitation provided that such offer is allowable under the terms and conditions. The alternate proposal must meet or exceed the minimum requirements and be submitted as a separate proposal marked "Alternate Proposal".

E. When there is a discrepancy between the unit prices and any extended prices, the unit prices will prevail.

F. Any proposal received after the designated receipt date through no fault or error of LEMS will be considered late, and, except under the most exceptional circumstances, may not be considered for award

3.4 COLLUSION

Where two (2) or more related parties, as defined herein, each submit a proposal for the same contract, such proposals shall be presumed to be collusive. Related parties shall mean proposer or the principals thereof which have a direct or indirect ownership interest in another proposer for the same contract or in which a parent company or the principals thereof of one proposer have a direct or indirect ownership interest in another proposer for the same contract. Furthermore, any prior understanding, agreement, or connection between two (2) or more corporations, firms, or persons submitting a proposal for the same materials, supplies, services, or equipment shall also be presumed to be collusive. Proposals found to be collusive shall be rejected. Proposers which have been found to have engaged in collusion may be considered non-responsible, and may be suspended or debarred. Any contract resulting from collusive bidding may be terminated for default.

3.5 PROHIBITION AGAINST CONTINGENT FEES

The vendor warrants that they have not employed or retained any company or person, other than a bona fide employee working solely for the vendor to solicit or secure the contract and that they have not paid or agreed to pay any person, company, corporation, individual, or firm, other than a bona fide employee working solely for the vendor, any consideration contingent upon or resulting from the award or making of the contract.

3.6 CONTRACTING WITH LEMS EMPLOYEES

Any LEMS employee or member of his or her immediate family seeking to contract with LEMS shall seek a conflict of interest opinion from LEMS Attorney prior to submittal of a response to contract with LEMS. The affected employee shall disclose the employee's assigned function within LEMS and interest or the interest of his or her immediate family in the proposed contract and the nature of the intended contract.

3. 7 INCURRED EXPENSES

This RFP does not commit LEMS to make an award nor shall LEMS be responsible for any cost or expense which may be incurred by any proposer in preparing and submitting a proposal, or any cost or expense incurred by any proposer prior to the execution of a purchase order or contract.

3.8 LEMS IS TAX-EXEMPT

When purchasing on a direct basis, LEMS is generally exempt from Federal Excise Taxes and all State of Florida sales and use taxes. LEMS will provide an exemption certificate upon request by the seller for such purchases. Except for item(s) specifically identified by the vendor and accepted by LEMS for direct LEMS purchase under the Sales Tax Recovery Program, Contractors doing business with LEMS are not exempt from paying sales tax to their suppliers for materials to fulfill contractual obligations with LEMS, nor shall any contractor be authorized to use any of LEMS's Tax Exemptions in securing such materials.

3.9 PROPRIETARY/CONFIDENTIAL INFORMATION

Proposers are hereby notified that all information submitted as part of a proposal will be available for public inspection in compliance with Chapter 119 of the Florida Statutes (the "Public Record Act"). The proposer should not submit any information in response to this RFP which the proposer considers proprietary or confidential. The submission of any information to LEMS in connection with this solicitation shall be deemed conclusively to be a waiver from release of the submitted information unless such information is exempt or confidential under the Public Records Act.

3.10 CANCELLATION OF SOLICITATION

LEMS reserves the right to cancel, in whole or in part, any solicitation when doing so reflects the best interest of LEMS.

3.11 AWARD

A. The contract resulting from this solicitation may be awarded to the responsible proposer which submits a proposal determined to provide the best value to LEMS with price, technical, and other applicable factors considered. LEMS reserves the right to reject any and all proposals, to waive irregularities or technicalities and to re-advertise for all or any part of this solicitation as deemed in its best interest. LEMS shall be the sole judge of its best interest.

B. When there are multiple line items in a solicitation, LEMS reserves the right to award on an individual item basis, any combination of items, total low bid or in whichever manner deemed in the best interest of LEMS. This provision specifically supersedes any method of award criteria stated in the solicitation when such action is clearly necessary to protect the best interests of LEMS.

C. LEMS reserves the right to reject any and all proposals if it is determined that prices are excessive or determined to be unreasonable, or it is otherwise determined to be in LEMS's best interest to do so.

D. Award of this solicitation will only be made to firms that satisfy all necessary legal requirements to do business with LEMS. LEMS may conduct a pre-award inspection of the proposer's site or hold a pre-award qualification hearing to determine if the proposer is capable of performing the requirements of this solicitation.

E. The proposer's performance as a prime contractor or subcontractor on previous LEMS contracts shall be taken into account in evaluating the responsibility of a proposer that submitted a proposal under this solicitation.

F. Any tie situations will be resolved in consonance with current written procedure in that regard.

G. Award of the contract resulting from this solicitation may be predicated on compliance with and submittal of all required documents as stipulated in the solicitation.

H. A vendor wishing to protest any award decision resulting from this solicitation shall do so as set forth in LEMS's Purchasing Procedure Manual.

3.12 GENERAL CONTRACT CONDITIONS

The contract shall be binding upon and shall inure to the benefit of each of the parties and of their respective successors and permitted assigns. The contract may not be amended, released, discharged, rescinded or abandoned, except by a written instrument duly executed by each of the parties hereto. The failure of any party hereto at any time to enforce any of the provisions of the contract will in no way constitute or be construed as a waiver of such provision or of any other provision hereof, nor in any way affect the validity of, or the right thereafter to enforce, each and every provision of the contract. Any dispute arising during the course of contract performance that is not readily rectified by coordination between the vendor and LEMS shall be referred to Procurement Services office for resolution.

3.13 OTHER AGENCIES

With the consent of the vendor, other agencies may make purchases in accordance with the contract. Such purchases shall be governed by the same terms and conditions as stated herein with the exception of the change in agency name.

3.14 CONTRACT EXTENSION

LEMS has the unilateral option to extend a contract for up to ninety (90) calendar days beyond the current contract period. In such event, LEMS will notify the vendor(s) in writing of such extensions. The contract may be extended beyond the initial ninety (90) day extension upon mutual agreement between LEMS and the vendor(s). Exercise of the above options requires the prior approval of the Procurement Services Manager.

3.15 WARRANTY

All warranties express and implied, shall be made available to LEMS for goods and services covered by this solicitation. All goods furnished shall be fully guaranteed by the vendor against factory defects and workmanship. At no expense to LEMS, the vendor shall correct any and all apparent and latent defects that may occur within the manufacturer's standard warranty period. The special conditions of the solicitation may supersede the manufacturer's standard warranty.

3.16   ESTIMATED QUANTITIES
Estimated quantities or dollars are for vendor's guidance only. No guarantee is expressed or implied as to quantities or dollar value that will be used during the contract period. LEMS is not obligated to place any order for a given amount subsequent to the award of this solicitation. LEMS may use estimated quantities in the award evaluation process. Estimated quantities do not contemplate or include possible additional quantities that may be ordered by other entities that may utilize this contract. In no event shall LEMS be liable for payments in excess of the amount due for quantities of goods or services actually ordered.

3.17   NON-EXCLUSIVITY
It is the intent of LEMS to enter into an agreement that will satisfy its needs as described within this solicitation. However, LEMS reserves the right to perform, or cause to be performed, all or any of the work and services herein described in the manner deemed to represent its best interests. In no case will LEMS be liable for billings in excess of the quantity of goods or services actually provided under this contract.

3.18   CONTINUATION OF WORK
Any work that commences prior to, and will extend, beyond the expiration date of the current contract period shall, unless terminated by mutual written agreement between LEMS and the vendor, continue until completion without change to the then current prices, terms and conditions.

3.19   LAWS, RULES, REGULATIONS AND LICENSES
The vendor shall comply with all federal, state, and local laws and regulations applicable to provision of the goods and/or services specified in this solicitation. During the term of the contract the vendor assures that it is in compliance with Title VII of the 1964 Civil Rights Act, as amended, and the Florida Civil Rights Act of 1992, in that the vendor does not on the grounds of race, color, national origin, religion, sex, age, disability or marital status, discrimination in any form or manner against the end/or employees or applicants for employment. The vendor understands that any contract is conditioned upon the veracity of this statement.

3.20   SUBCONTRACTING
Unless otherwise stipulated herein, the vendor shall not subcontract any portion of the work without the prior written consent of LEMS. Subcontracting without the prior consent of LEMS may result in termination of the contract for default.

3.21   ASSIGNMENT
The vendor shall not assign or transfer any contract resulting from this solicitation, including any rights, title or interest therein, or its power to execute such contract to any person, company or corporation without the prior written consent of LEMS. This provision specifically includes any acquisition or hostile takeover of the awarded vendor. Failure to comply in this regards may result in termination of the contract for default.

3.22   RESPONSIBILITY AS EMPLOYER
The employee(s) of the vendor shall be considered at all times its employee(s), and not an employee(s) or agent(s) of LEMS, The contractor shall provide employee(s) capable of performing the work as required. LEMS may require the contractor to remove any employee it deems unacceptable. All employees of the contractor may be required to wear appropriate identification.

3.23   INDEMNIFICATION
To the extent permitted by law, the vendor shall indemnify and hold harmless LEMS and its officers, employees, agents and instrumentalities from any and all liability, losses or damages, including attorney's fees and costs of defense, which LEMS or its officers, employees, agents or instrumentalities may incur as a result of claims, demands, suits, causes of actions or proceedings of any kind or nature arising out of, relating to or resulting from the performance of the agreement by the vendor or its employees, agents, servants, partners, principals or subcontractors. The vendor shall pay all claims and losses in connection therewith, and shall investigate and defend all claims, suits or actions of any kind or nature in the name of LEMS, where applicable, including appellate proceedings, and shall pay all costs, judgments, and attorney's fees which may be incurred thereon. The vendor expressly understands and agrees that any insurance protection required by this Agreement or otherwise provided by the vendor shall in no way limit the responsibility to indemnify, keep and save harmless and defend LEMS or its officers, employees, agents and instrumentalities as herein provided.

3.24   MODIFICATION OF CONTRACT
Any contract resulting from this solicitation may be modified by mutual consent of duly authorized parties, in writing through the issuance of a modification to the contract and/or purchase order as appropriate. This presumes the modification itself is in compliance with all applicable LEMS procedures.

3.25   TERMINATION FOR CONVENIENCE
LEMS, at its sole discretion, reserves the right to terminate this contract upon thirty (30) days written notice. Upon receipt of such notice, the vendor shall not incur any additional costs under this contract. LEMS shall be liable only for reasonable costs incurred by the vendor prior to notice of termination. LEMS shall be the sole judge of "reasonable costs."

3.26   TERMINATION DUE TO UNAVAILABILITY OF CONTINUING FUNDING
When funds are not appropriated or otherwise made available to support continuation of performance in a current or subsequent fiscal year, the contract shall be cancelled and the vendor shall be reimbursed for the reasonable value of any non-recurring costs incurred amortized in the price of the supplies or services/tasks delivered under the contract.

3.27   TERMINATION FOR DEFAULT
LEMS reserves the right to terminate this contract, in part or in whole, or affect other appropriate remedy in the event the vendor fails to perform in accordance with the terms and conditions stated herein. LEMS further reserves the right to suspend or debar the vendor in accordance with LEMS ordinances, resolutions and/or administrative orders. The vendor will be notified by letter of LEMS's intent to terminate. In the event of termination for default, LEMS may procure the required goods and/or services from any source and use any method deemed in its best interest. All re-procurement cost shall be borne by the vendor.

3.28   FRAUD AND MISREPRESENTATION
Any individual, corporation or other entity that attempts to meet its contractual obligations through fraud, misrepresentation or other material misstatement, may be debarred for up to five (5) years. LEMS as a further sanction may terminate or cancel any other contracts with such individual, corporation or entity with such vendor held responsible for all direct or indirect costs associated with termination or cancellation, including attorney's fees.

3.29   RIGHT TO AUDIT
LEMS reserves the right to require the vendor to submit to an audit by any auditor of LEMS's choosing. The Contractor shall provide access to all of its records, which relate directly or indirectly to this Agreement at its place of business during regular business hours. The vendor shall retain all records pertaining to this Agreement and upon request make them available to LEMS for a minimum of three (3) years, or as required by Florida law, whichever is longer, following expiration of the Agreement. The vendor agrees to provide such assistance as may be necessary to facilitate the review or audit by LEMS to ensure compliance with applicable accounting and financial standards. Additionally, CONTRACTOR agrees to include the requirements of this provision in all contracts with subcontractors and material suppliers in connection with the work performed hereunder. If an audit inspection or examination pursuant to this section discloses overpricing or overcharges of any nature by the CONTRACTOR to LEMS in excess of one percent (1%) of the total contract billings, in addition to making

adjustments for the overcharges, the reasonable actual cost of LEMS's audit shall be reimbursed to LEMS by the CONTRACTOR. Any adjustments and/or payments which must be made as a result of any such audit or inspection of the CONTRACTOR's invoices and/or records shall be made within a reasonable amount of time, but in no event shall the time exceed ninety (90) days, from presentation of LEMS's audit findings to the CONTRACTOR.

3.30 PUBLIC RECORDS/ COPYRIGHTS

All electronic files, audio and/or video recordings, and all papers pertaining to any activity performed by the vendor for or on behalf of LEMS shall be the property of LEMS and will be turned over to LEMS upon request. In accordance with Chapter 119, Florida Statutes, each file and all papers pertaining to any activities performed for or on behalf of LEMS are public records available for inspection by any person even if the file or paper resides in the vendor's office or facility. The vendor shall maintain the files and papers for not less than three (3) complete calendar years after the project has been completed or terminated, or in accordance with any grant requirements, whichever is longer. Prior to the close out of the Contract, the vendor shall appoint a records custodian to handle any records request and provide the custodian's name and telephone number(s) to LEMS.

Any copyright derived from this Agreement shall belong to the author. The author and the CONSULTANT shall expressly assign to LEMS nonexclusive, royalty free rights to use any and all information provided by the CONSULTANT in any deliverable and/or report for LEMS's use which may include publishing in LEMS documents and distribution as LEMS deems to be in LEMS's best interests. If anything included in any deliverable limits the rights of LEMS to use the information, the deliverable shall be considered defective and not acceptable and the CONSULTANT will not be eligible for any compensation.

3.31 GOVERNING LAWS

The interpretation, effect, and validity of any contract(s) resulting from this solicitation shall be governed by the laws and regulations of the State of Florida, and LEMS. Venue of any court action shall be in LEMS. In the event that a suit is brought for the enforcement of any term of the contract, or any right arising there from, the parties expressly waive their respective rights to have such action tried by jury trial and hereby consent to the use of non-jury trial for the adjudication of such suit.

3.32 STATE REGISTRATION REQUIREMENTS

Any corporation submitting a bid in response to this RFP shall either be registered or have applied for registration with the Florida Department of State in accordance with the provisions of Chapter 607, Florida Statutes. A copy of the registration/ application may be required prior to award of a contract. Any partnership submitting a bid in response to this RFP shall have complied with the applicable provisions of Chapter 620, Florida Statutes. For additional information on these requirements, please contact the Florida Secretary of State's Office, Division of Corporations, 800.755.5111 (http://www.dos.state.fl.us).

3.33 PRIME CONTRACTOR

The vendor awarded the contract shall act as the prime contractor and shall assume full responsibility for the successful performance under the contract. The vendor shall be considered the sole point of contact with regard to meeting all requirements of the contract. All subcontractors will be subject to advance review by LEMS in regards to competency and security concerns. After the award of the contract no change in subcontractors will be made without the consent of LEMS. The vendor shall be responsible for all insurance, permits, licenses, and related matters for any and all subcontractors. Even if the subcontractor is self-insured, LEMS may require the contractor to provide any insurance certificates required by the work to be performed.

3.34 FORCE MAJEURE

The parties will exercise every reasonable effort to meet their respective obligations hereunder, but shall not be liable for delays resulting from force majeure or other causes beyond their reasonable control, including, but not limited to, compliance with revisions to Government law or regulation, acts of nature, acts or omissions of the other party, fires, strikes, national disasters, wars, riots, transportation probLEMS and/or any other cause whatsoever beyond the reasonable control of the parties. Any such cause may be cause for appropriate extension of the performance period.

3.35 NO CLAIM FOR DAMAGES

No claim for damages or any claim other than for an extension of time shall be made or asserted against LEMS because of any delays. No interruption, interference, inefficiency, suspension, or delay in the commencement or progress of the Work shall relieve the vendor of duty to perform, or give rise to any right to damages or additional compensation from LEMS. The vendor's sole remedy shall be the right to seek an extension to the contract time. However, this provision shall not preclude recovery of damages by the vendor for hindrances or delays due solely to fraud, bad faith, or active interference on the part of LEMS.

3.36 TRUTH IN NEGOTIATION CERTIFICATE

For each contract that exceeds One Hundred Ninety Five Thousand dollars ($195,000.00), any organization awarded a contract must execute a truth-in-negotiation certificate stating that the wage rates and other factual unit costs are accurate, complete, and current, at the time of contracting. Any contract requiring this certificate shall contain a provision that the original contract price and any additions shall be adjusted to exclude any significant sums by which LEMS determines the contract price was increased due to inaccurate, incomplete, or non-current wage rates and other factual unit costs. All such contract adjustments shall be made within one (1) year following the end of the contract.

3.37 GRANT FUNDING

In the event any part of the contract is to be funded by federal, state, or other local agency monies, the vendor hereby agrees to comply with all requirements of the funding entity applicable to the use of the monies, including full application of requirements involving the use of minority firms, women's business enterprises, and labor surplus area firms. Vendors are advised that payments under the contract may be withheld pending completion and submission of all required forms and documents required of the vendor pursuant to the grant funding requirements.

3.38 TOBACCO PRODUCTS

Due to the acknowledged hazards arising from exposure to tobacco products, and to protect the public and employees' health, safety, comfort and environment, tobacco use is prohibited on any LEMS owned building and property. Tobacco products include both smoking and smokeless tobacco.

RFP TITLE: Web-Based Human Resources Information System

NOTES:

- When purchasing on a direct basis, LEMS is exempt from all taxes (Federal, State, Local). A Tax Exemption Certificate will be furnished upon request for such purchases. **However, the vendor will be responsible for payment of taxes on all materials purchased by the vendor for incorporation into the project (see provision 3.8 for further detail).**
- The vendor shall not alter or amend any of the information (including, but not limited to stated units of measure, item description, or quantity) stated in the Pricing Section. If any quantities are stated in the pricing section as being "estimated" quantities, vendors are advised to review the "Estimated Quantities" clause contained in Section 3 of this solicitation.
- Any bid containing a modifying or "escalator" clause not specifically allowed for under the solicitation will not be considered.
- Unit prices shall govern for all services priced on that basis as requested under this solicitation.
- All pricing shall be FOB Destination unless otherwise specified in this solicitation document.
- All pricing submitted shall remain valid for a 90 day period. By signing and submitting a response to this solicitation, the vendor has specifically agreed to this condition.
- **Vendors are advised to visit the county website at www.lakecountyfl.gov to register as a potential vendor. Vendors that have registered on-line receive an e-mail notice when LEMS issues a solicitation matching the commodity codes selected by a vendor during the registration process.**

ACKNOWLEDGEMENT OF ADDENDA

INSTRUCTIONS: Complete Part I or Part II, whichever applies

Part I:
The bidder must list below the dates of issue for each addendum received in connection with this RFP: Addendum #1, Dated: _____   Addendum #2, Dated: _____   Addendum #3, Dated: _____   Addendum #4, Dated: _____
Part II:
☐ No Addendum was received in connection with this RFP.

PRICING SECTION: SaaS Model (Based on 275 Employees)
(See Page 15: Statement of Work for breakdown of inclusions)

Item Number	Item Description	Unit Price/Mth	Extended Price/Mth
1	Recruiting		
2	Core HRIS system		
3	Time and Attendance		
4	Payroll		
5	Scheduling		
	Totals		

One-Time/Annual Fees	Frequency	Amount
Implementation		
Training		
Maintenance (Annual)		
GL Export File		
All Other (Provide Detail)		

*Any variations in pricing models is discouraged and should be explained in detail.

By Signing this Proposal the Proposer Attests and Certifies that:
- It satisfies all legal requirements (as an entity) to do business with LEMS.
- The undersigned vendor acknowledges that award of a contract may be contingent upon a determination by LEMS that the vendor has the capacity and capability to successfully perform the contract.
- The proposer hereby certifies that it understands all requirements of this solicitation, and that the undersigned individual is duly authorized to execute this proposal document and any contract(s) and/or other transactions required by award of this solicitation.

Purchasing Agreements with Other Government Agencies
This section is optional and will not affect contract award. If LEMS awarded you the proposed contract, would you sell under the same terms and conditions, for the same price, to other governmental agencies in the State of Florida? Each governmental agency desiring to accept to utilize this contract shall be responsible for its own purchases and shall be liable only for materials or services ordered and received by it. ☐ Yes ☐ No (Check one)

Certification Regarding Acceptance of LEMS VISA-based Payment System
Vendor will accept payment through LEMS VISA- based payment system: ☐ Yes ☐ No

Certification Regarding Felony Conviction
Has any officer, director, or an executive performing equivalent duties, of the bidding entity been convicted of a felony during the past ten (10) years? ☐ Yes ☐ No (Check one)

Reciprocal Vendor Preference:
Vendors are advised LEMS has established, under LEMS Code, Chapter 2, Article VII, Sections 2-221 and 2-222; a process under which a local vendor preference program applied by another LEMS may be applied in a reciprocal manner within LEMS. The following information is needed to support application of the Code:
1. Primary business location of the responding vendor (city/state): _____
2. Does the responding vendor maintain a significant physical location in LEMS at which employees are located and business is regularly transacted: ☐ Yes ☐ No   If "yes" is checked, provide supporting detail:
_____
_____

Conflict of Interest Disclosure Certification
Except as listed below, no employee, officer, or agent of the firm has any conflicts of interest, real or apparent, due to ownership, other clients, contracts, or interests associated with this project; and, this bid is made without prior understanding, agreement, or connection with any corporation, firm, or person submitting a proposal for the same services, and is in all respects fair and without collusion or fraud.
_____

DUNS Number (Insert if this action involves a federal funded project): _____

General Vendor Information and Proposal Signature:	
Firm Name:	
Street Address**:**	
Mailing Address (if different):	
Telephone No.: _____ Fax No.: _____ E-mail: _____	
FEIN No. _____ - _____ Prompt Payment Terms: _____ % _____ days, net _____	
Signature: _____ Date: _____	
Print Name: _____ Title: _____	

FUNCTIONALITY QUESTIONNAIRES

Attachment 1: Vendor Profile Form
Attachment 2: Technology / Security Questionnaire
Attachment 3: Product Deployment/Customization Questionnaire
Attachment 4: Product Overview Questionnaire
Attachment 5: Product Functionality Questionnaire
Attachment 6: Key Personnel Form
Attachment 7: References Form

ATTACHMENT 1 – VENDOR PROFILE

General Vendor Profile

Information Requested	Response
Where are your company headquarters?	
What year was the company founded?	
How many employees do you have(FT, PT, Contract)	
Are you Public or Private?	
How long has the product you are proposing been in general release?	
How many clients do you have utilizing your proposed solution?	
What is the average Employee count of your customers using the proposed solution?	
How many Emergency Medical Service clients do you currently serve?	

Vendor Financial Profile

Information Requested	Response
What is your company's annual sales/revenue?	
What percentage of your organizations revenues come from the proposed solution?	

ATTACHMENT 2 – TECHNOLOGY/SECURITY

TECHNOLOGY/ARCHITECTURE:

1. Provide a brief overview of your products with a summary of the functionality. Indicate if the product was originally developed by your company or acquired through purchase or merger.
2. What is the core product of your business, if not this HRIS?
3. What, if any, technology or system component differentiates your product from your competition?
4. What client operating systems and browsers are supported?
5. Define your system architecture, as well as hardware, and "other" software requirements.
6. Provide a schematic diagram of the proposed system architecture and data flow.
7. Does your application require local server side processes? If so, describe these processes.
8. Describe your system's ability to have customers "configure" vs. having you "customize" the system to meet their needs?
9. Provide a description of your company's disaster recovery options. (Include at a minimum the following: Does your system allow backups with no downtime? When are system backups completed i.e. time of day, full and/or incremental? How many restore points are available?)
10. How many concurrent users can your product support?
11. How does your application handle multi-user contention or concurrency?
12. Detail the application response times, benchmarks for processes such as payroll processing, screen navigation, log-in, report generation, etc.

SECURITY:

1. Describe your security architecture, including any significant failures, breaches or issues encountered in the last five years?
2. Describe your data encryption in the schematic and identify if at any time customer data is not encrypted, whether in transit or at rest.
3. How are backups stored?
4. Who are your strategic technical partners?
5. Do you share customer data in any form and if so with whom and in what form?
6. Describe the proposed system's application level security.
7. Does your client side application use a secure connection if hosted? If so, please explain the security model used.
8. Does the proposed application support single sign on?
9. Is your security model roles based or user based?
10. How are the users and security roles administered?
11. What is the application authentication process? What methods are used to authorize users?
12. Can users have more than one security profile?
13. Does your application allow for customer defined ID and password methodologies?
14. Does your application allow for global security policies (e.g., number of invalid attempts before reset, time outs)?
15. How is the validation for forgotten passwords processed when an employee locks out or has forgotten log-on information?

ATTACHMENT 3 – PRODUCT DEPLOYMENT/CUSTOMIZATION

DEPLOYMENT:

1. Do you offer your products as Licensed, Hosted, SaaS or all three?
2. If you offer a Hosted and/or a SaaS solution, what is the data center and network infrastructure?
3. Provide a brief description of the security measures you provide in your hosting and/or SaaS environment.
4. If data centers are physically secured, explain the method/technology used.
5. Does your proposed solution include a guaranteed level of system performance, such as sub-second response time?
6. Describe your customer support process for application hosting or SaaS customers.
7. If Hosted and/or SaaS, what control would we have with making application modifications – screens, tables and fields?

CUSTOMIZATION:

1. Describe the delivered tools and methods required to customize your application. Can we perform these customizations or do you the vendor need to modify the system?
2. Describe customer configuration vs. vendor customization for product.
3. Can we customize the look and feel (e.g., logos and colors) in your application?
4. How are customizations preserved during product updates?
5. What is the effect of future upgrades on our customizations?
6. Explain the ability to configure data entry screens and to create new inquiry screens.

ATTACHMENT 4 – PRODUCT OVERVIEW

1. Provide a brief overview of your product offerings.
2. How do you differentiate yourself from your competition?
3. Who are your product partners?
4. How do you stay current with changes in human resources?
5. What enhancements are planned for your product over the next three years?
6. Please specify the name and version of the HRIS/payroll system considered in this RFP.

ATTACHMENT 5 – PRODUCT FUNCTIONALITY

Please use the following matrix as a key for responding to the functionality tables in the RFP.

Response Code	Description
Y - Existing	Feature is delivered as standard functionality in the proposed version of the software and can be demonstrated by the vendor.
F - Future	Feature is not currently included but will be available in a future release. Please indicate time frame (e.g., 12 months).
C - Customer Customization	Not included. Tools are provided for customization at no additional cost.
V - Vendor Customization	Not included. Vendor provides customization at an additional cost.
T - Third Party	Feature is provided by a third party partnering arrangement. Indicate any preferred partner agreements.
N - Not Available	Requirement cannot be met.

*For functionality sections that have questions listed prior to the tables, please be a brief as possible with answers while still supplying sufficient information.

RECRUITING AND APPLICANT MANAGEMENT:

1. Provide a brief description of your recruiting and applicant management system.
2. Describe your candidate pre-screening or qualification process.
3. What job boards are supported with your product? Describe how jobs are posted to Internet job
4. Does your system allow for an automatic e-mail response to applicants and candidates? If so, please describe the communication types included in the application. Can we customize the responses?
5. How is an applicant transitioned to an employee in your system? If the systems are integrated, describe the file transfer process and the technology applied.
6. How does an applicant apply for a job online?

Functionality	Code	Comments
Communicates automatically with job boards.		
Posts internal and external jobs to company Internet site and company intranet site with effective dates.		
Has a requisition library of job templates that can be utilized when creating requisitions.		
Tracks expenses by applicant/candidate level and associate them with a specific requisition or a general recruiting activity.		
Sends automatic responses, notifications, or e-mails to applicants/candidates.		
Allows administrators to customize verbiage on the e-mail messages (including confirmation acknowledgement and job filled) to external and internal applicants/candidates		
Allows users to e-mail potential interview times, applications, corporate material, job opening status.		
Provides a library of standard communication correspondence for printing and distribution.		
Integrates seamlessly with standard e-mail systems (Microsoft Outlook, Lotus Notes) for applicant/candidate activity for hiring managers and recruiters.		
Allows administrators to schedule interviews, notify interviewers of times, locations and topics to cover.		
Distinguishes applicant/candidate status for internal or external candidates.		
Associates applications and resumes to a specific requisition without having to change screens/databases.		
Has history that consists of one candidate record with all the associated recruiting activity regardless of the number of requisitions.		
Can a resume/application be maintained in the system?		
Can a resume/application be searched using key words?		
Stores resumes for future use by category, job title, skill, or other user-defined attributes.		
Allows applicants/candidates to modify or replace their existing resume.		
House interview question templates for each job		
Hiring managers and recruiters can review pre-screened applicant/candidate		

Functionality	Code	Comments
Hiring managers and recruiters can track applicant/candidate status		
Hiring managers and recruiters can schedule interviews		
Hiring managers and recruiters can communicate with applicants/candidates via e-mail		
Hiring managers and recruiters can view communication history		
Hiring managers and recruiters can report on communications		
View multiple recruiter schedules		
Hiring managers and recruiters can view and print assessments between applicants/candidates		
Hiring managers and recruiters can view and print applicant/candidates job history, qualifications and resume		
Hiring managers and recruiters can record interview notes		
Hiring managers and recruiters can enter additional applicant /candidate information if needed		
Searches applicants/candidates based on a variety of criteria (e.g., location, skills, prior employers, zip code, and metropolitan areas).		
Has embedded workflow for approvals based on company-defined process including requisition approval, offer approval, and new hire approval.		
Allows users to attach documents to an applicant/candidate record.		
Provides Web-based data collection for jobseeker users (both employee and non-employee)		
Allows administrators to create behavioral interview question sets per job opening		
Allows administrators to determine which fields are required for completion by applicant/candidate and/or recruiters/hiring managers.		
Allows administrators to establish access levels in the system by role (i.e., administrator, recruiter, hiring manager).		
Increments requisition numbers automatically or entered manually.		
Allows users to enter and access secure Notes.		
Integrates with third-party screening services including: criminal background check, drug testing and assessments.		
Allows applicant/candidate to choose if he/she would like to be alerted when a future position becomes available based on qualifications.		
Generates offer letters containing all compensation options to applicant/candidate		
Job openings will track the requisition number, status and reason for the opening		
Job openings will include employment information including FLSA type, salary range, and full/part time indicator.		
Job opening will include education and skill requirements.		
Assist in the creation of and house job descriptions.		
Job opening will include Metropolitan Area and		

Functionality	Code	Comments
location information.		
Generates reports on all fields that exist in the database.		

HIRING:

1. Does the proposed solution have a new hire workflow process?
2. If yes, can that workflow be modified/defined at the user level?

Functionality	Code	Comments
HR and manager new hire/rehire checklist ability, by position, with check-off ability as tasks are completed (for example, offer letter has been sent and received).		
Provides ability to automatically notify other areas of organization of new hire (security, payroll, etc.)		
Provides ability to automatically notify new hire of activities they need to complete and remind them if they don't do them in a timely manner.		
Manager is prompted to assign correct property to the employee.		
Ability to enter new hire before start date (effective dating) and new person will not appear on org charts until effective start date.		

TERMINATION

1. Describe your employer configurable termination workflow and how it supports termination of employees and independent contractor assignments.
2. How is your system used to notify appropriate areas of the organization (security, IT, payroll) that an employee or independent contractor has been terminated?

Functionality	Code	Comments
Enables manager self-service request for termination workflow.		
Tracks terminations by reason (e.g. discharged, better opportunity, etc.), date, rehire eligibility, COBRA election.		
Can the termination workflow be different based on the termination reason, or other termination criteria?		
Maintains exit interview information.		
Can automatically cancel specified employee benefits upon termination.		

ONBOARDING:

1. Please provide a brief overview of your onboarding solution.
2. What are examples of the forms your solution supports that are typically completed by the hiring manager and/or new hire?
3. Please provide examples of how your solution assists in conducting employment verification.

Functionality	Code	Comments
Ability to predefine workflows and workflow tasks that vary according to the position being filled.		
Ability to delegate a proxy or change the owner for any specific task.		
Ability to track expected lead times vs. actual lead times to assist in planning (e.g., to determine the lead times for telephone provision is 72 hours).		
Ability to output a well-formatted completed form to hard copy print.		
Ability for hires to return and update or correct their information after the initial submission.		
Ability to provide task response and status via email reply.		
Ability to measure the performance of the onboarding process.		
Ability to vary the onboarding process workflow according to multiple candidate and position factors — employee type, business unit, job function, country and state, etc.		
Ability to monitor the overall status of the onboarding process, providing a clear indication of "new hire readiness."		
Ability to make completion of one task a firm prerequisite to the initiation of other tasks.		
Ability for the hiring manager to enter all required data on behalf of the contingent worker.		
Ability to pre-populate form fields using data provided by unified Recruitment.		
Ability to brand the forms and pages seen in the new hire portal or page flow.		
Ability to automatically notify other areas of organization of new hire (security, payroll, etc.).		
Ability to close the requisition tracker — does the new hire automatically close the open requisition?		
Ability to facilitate automation of new hire paperwork collection and new hire responses for all businesses within the company.		
Ability to link to person prior to bringing on board to enable new hire process to begin earlier.		
Ability for HR and manager new hire/rehire to create/access checklist, by position, with check-off ability as tasks are completed (e.g., offer letter has been sent and received).		
Ability to automatically notify new hire of activities he/she needs to complete and then send reminder he/she does not complete these in a timely manner.		
Ability to enter new hire before start date (effective dating) and new person will not appear on org charts until effective start date.		
Ability to click a button to hire the person, and data is automatically routed to payroll, benefits, and other		

Functionality	Code	Comments
applicable areas.		
Ability to interface employee's I-9 to e-verify for United States.		
Ability to generate acceptance email notice/workflow notification to hiring manager, with start date.		
Ability to include range of documents, such as W-4, I-9, employee agreement, non-compete agreement, etc.		
Ability to provide electronic new hire packets, with ability to attach.		
Ability to deliver employment eligibility verification, with automatic status update and validation noted in employee profile.		
Ability to print a new hire package for candidate's signature as well as workflow to generate appropriate pre-employment forms to be sent to the candidate.		

HUMAN RESOURCES:

1. Describe your system's HR functionality.
2. Is this system integrated with the payroll system?
3. When was this human resources product developed?
4. Was this application developed in-house or purchased?
5. Describe the types of historical information your system maintains (including number of years maintained).
6. How do you support electronic signatures?
7. Describe the HR process for transferring an employee between departments and/or companies.
8. Are there duplicate fields in both HR and Payroll that can be updated and modified?   What is the timing? Describe how it works.
9. Explain how a "re-hire" is identified and how previous history and years of service are recognized.
10. Can electronic files and scanned documents be stored by associate on your system? What limitations, if any, exist?
11. Describe the process to terminate an associate on the system.
12. Describe how your system can trigger events beyond pay for terminated employees (e.g., remove system access, revoke access cards, remove PIN numbers for wire transfers, etc.).
13. Can a terminate action can be reversed on the system?

Functionality	Code	Comments
Provide on-line support/instructions for completion of routine tasks.		
Establish new organizational entities (e.g., companies, cost centers, and other variables) with no IT or programming required.		
Add/change organizational entities and easily/effectively transfer employees within and/or across them.		
Maintain employee demographic data for all employment-related details (e.g., birth date, employee number, gender, hire date, contact information).		
Maintain ethnic, visa, and I-9 related data.		
Maintain marital, family, and dependent/beneficiary related and tax-related elections.		
Maintain historical data for current/former employees (e.g., names, employment, job/assignments, performance ratings, status, and pay).		
Maintain audit trails of employee file and data updates by date, time, and origin of update.		
Generate, identify, and track employees by unique employee number. Track Social Security Number for U.S. based employees.		
Maintain language, education, and certification data.		
Establish jobs/roles/positions and all relevant details.		
Maintain data for all job-related details (e.g., grade, exemption status, EEO code, salary, job family).		
Make simultaneous changes to large employee groups (e.g., new hires, salary changes, transfers).		
Enable effective/future dating of pending transactions/events, and maintain transaction history.		
New hires automatically routes approval based on company's hierarchy.		
Routes job/salary changes electronically for approval based on user defined approvals.		
Managers can view and change employee salary information with workflow.		
Managers can submit new hires.		
Managers can run reports.		
Managers can create ad-hoc reports based on security access.		

Functionality	Code	Comments
Managers can view employee training and employment records.		
Progressive disciplinary actions can be tracked and reported.		
E-mail alerts can be generated based on system or user defined events.		
Data/transactions submitted by managers automatically validate for accuracy and completeness.		
Life-to-date history on all employee fields.		
Audit trails for all additions, updates and changes.		
Retains employee status code history.		
Narrative history (e.g., disciplinary actions, grievances).		
No limit to historical data captured.		
Unlimited user defined fields.		

COMPLIANCE:

1. As human resource regulations change, how do you ensure your clients stay in compliance?
2. Explain how your system maintains OSHA logs.
3. Describe how the software facilitates the maintenance of employee data and creation of employee history.
4. Describe how your system complies with the requirements of the Affordable Care Act (ACA)?

Functionality	Code	Comments
Changes to compliance requirements are maintained and updated by HRIS vendor.		
All compliance reporting can be generated for current periods and historical periods.		
Standard Reports include a minimum of the following:	■	
EEO-1		
OSHA 300 and OSHA 301		
Multi-Worksite Reports		
Vets-100		
Automatic notification of I-9 expiration/visa expiration.		
COBRA qualifying events are automatically triggered based on employee transactions.		
COBRA letters can be generated from the system.		
Tracks any accommodations made to support the American with Disabilities Act (ADA).		
Tracks ADA and disability information.		
Provides military and veteran status for employees.		
Includes affirmative action compliance features.		
Provides HIPAA support.		
Provides worker's compensation support.		
Creates separate, mandated government reports for each individual tax entity.		
Includes state-mandated "New Hire" reports (for child support payment tracking).		
Updates from HRIS vendor when federal/state/local regulations change.		
ACA Tracking and Reporting Capabilities		

PERFORMANCE APPRAISALS:

1. Please describe your performance appraisal feature.
2. Describe how the system can provide real time monitoring of performance appraisals.
3. Can completed performance reviews be attached to an employee record?
4. Can another performance appraisal system be integrated with this module?

Functionality	Code	Comments
Delivers configurable comprehensive options to allow administrators to configure the performance review process to their specific business needs without the need for technical or consultative services.		
Intuitive user experience that eliminates the need for end-user training for administrators, employees, and managers.		
Solicits performance feedback from multiple reviewers (e.g., subordinates, directors, other managers, peers) and exchanges data among multiple users simultaneously.		
Saves work in process/draft reviews and provides option to return to complete.		
Enables administrators to assign different review forms for different employees within the same review cycle.		
Enables employees to complete self-evaluations.		
Tracks performance review status and dates (e.g., complete, incomplete).		
Provides email reminders and overdue notices throughout the process.		
Maintains performance feedback and ratings history.		
Provides historical reviews that can be accessed easily by managers or administrators.		
Enables administrators to view the status of the review process at any time.		
Provides delivery of standard competencies and objectives.		
Provides goals management that allows either the employee or manager to create and add their own personal goals or objectives.		
Enables individual weighting of goals.		
Provides ability to assign employee performance objectives that align with your overall business strategy.		
Provides access to all talent factors, including employee information, review history, skills and competencies, education, salary history, and learning history, based on role.		
Enables reporting and analysis of performance ratings for various employee groups (e.g., by job, manager, geography).		
Provides a centralized gateway for managers to monitor the progress of their performance management activities — in one place.		
Summarizes performance review in an easy-to-read format that can be printed for future reference.		
Integrates with career development and succession management applications and processes (e.g., learning plans/career planning).		
Integrates with career development and succession management applications and processes (e.g., learning plans/career planning).		

COMPENSATION:

1. Provide an overview of the key compensation features of your system.
2. How is the compensation features integrated with the HRIS and payroll functions?
3. Explain how your system creates and retains salary history.
4. What types of reports are available for compensation?
5. Describe how your system manages incentive pay.
6. Describe how your system manages separation pay and other discretionary pay.
7. Explain how pay changes are entered in the system.
8. Describe how a mid-period salary change is processed.
9. Explain how the system allows managers to plan salary increases online, process approvals via workflow, and automatically implement increases on the effective date.
10. Explain how annual merit increases are processed in your system.
11. Does your system validate minimum and maximum salary (of grade) when pay is changed, and provide warning messages as needed?
12. How is compensation modeling handled in your system?
13. Describe how salary ranges/grades are established in the system, grades are assigned to positions, and positions are assigned to associates.
14. Describe how salary range/grade changes are made in the system, those changes are reflected in positions, and to associates assigned to those positions.
15. Explain how job information is established and maintained in your system (e.g., grade, exemption status, EEO code, etc.).
16. Explain how your system calculates, displays, and reports compa-ratio and/or quartile information.
17. Explain how the same job can have different salary ranges based on job location.

EMPLOYEE RELATIONS:

1. Please describe how disciplinary actions are accommodated.
2. Please describe your capabilities to track grievances.

Functionality	Code	Comments
Tracks disciplinary actions including a description of the incident.		
Managers and HR staff can record the type of action taken (i.e., written warning, verbal warning, termination).		
Records required follow-up steps and the time frame for completion.		
Schedules review of employee response to actions.		
Grievances can be viewed in summary format.		
Managers can drill into specific grievances.		
Tracks the date and type of grievance (i.e., inequality, unfair pay, unfair working conditions).		
Tracks final outcome of the grievance and the date it was closed.		

OSHA and Safety:

Functionality	Code	Comments
Maintains OSHA logs at the employee level.		
Can view a summary page/window showing all incidents for an employee.		
Can view the detail of an individual employee incident.		
Incident details include:		
Accident or exposure itself		
Date and time		
Days away from work		
Days of restricted work		
Illness or injury		
Complete incident description		
Ability to add notes.		
Case number may be auto incremented.		
OSHA reports are included as standard reports (OSHA 300, and OSHA 301).		
All incident history is maintained indefinitely.		
Incident information and history are accessible through reporting.		
Managers can view and update OSHA information using Manager Self- Service.		

BENEFITS:

1. Describe the integration between benefits and payroll.
2. How does your system handle benefits administration?
3. Explain how your system facilitates reporting to third party vendors such as benefit providers.
4. Does the benefit data automatically populate in payroll? Is it real-time or a batch process?
5. Does your system have a module to maintain Worker's Compensation Claims, Costs, tracking lost time, restrictions, legal reporting requirements, regular reporting, etc.? Does the system allow for tracking of all notes, conversations, etc.?
6. Does the system allow for tracking of all notes, conversations, etc.?
7. How do you support electronic signatures?

Functionality	Code	Comments
Provides total integration between benefits and payroll including other payroll vendors.		
Maintain calculations and limits in compliance with federal legislation.		
Assigns different benefit packages to different groups of employees based on eligibility rules.		
Establishes benefit/deduction plans with multiple types and options.	■	
Supports effective dated:		
Benefit/deduction plans		
Employee benefit/deduction plan enrollment		
Employer benefit/deduction plan enrollment		
Updates benefit/deduction plans based on employee status change.		
Tracks "waived" benefit/deduction plans.		
Assigns a rate schedule to apply new rates with future effective dates for the new plan year.		
Without writing a separate program, automatically updates premiums for age/salary driven benefit calculations.		
Automatically enrolls employees in required plans.		
Automatically cancels specified employee benefits upon termination.		
Allows benefit costs to be set up for the new year while continuing processing for the current year.		
Tracks and maintains information for dependents and beneficiaries.		
Calculates imputed income.		
Tracks and reports workers' compensation claims.		
Facilitates reporting to third-party vendors such as benefit providers.		
Provides one screen that shows employee data ("benefits-at-a-glance"), without having to scroll through multiple screens.		
Defines and maintains benefit/deductions for the employee and employer		
Includes automated schedules for benefits/deductions.		
Supports benefit/deduction goals and limits.		
Supports "catch up" contributions on deferred compensation plans.		
Recovers benefit/deduction amounts that have been put into arrears.		
Supports multiple arrear types.		
Includes defined start and stop dates for benefit/deduction.		
Processes one-time benefit/deductions.		
Maintains and tracks savings bond benefits/deductions.		
Restricts participants from receiving more than the annual limit for reimbursement accounts including 403(b) and 401(k).		
Includes pre-tax and post-tax benefits/deductions.		
Supports a designated default amount for each deduction code.		

Functionality	Code	Comments
Supports multiple types of life insurance, long term disability, and short term disability.		
Supports flexible spending accounts (FSA).		
Display flexible spending account information such as:		
Plan information		
Balance of funds in account (s)		
History of transactions for reimbursements		
Maintains updated FSA balance.		
Includes minimum check option for FSA.		

OPEN ENROLLMENT:

1. Describe the system capabilities for online benefits enrollment (e.g., eligibility rules, tenure or grade level based premiums, plan dates).
2. Describe how your self-service solution can be used to guide employees through benefits enrollment.
3. What tools do you have available for benefit administrators to monitor and provide a smooth enrollment process for the company and its employees?
4. Is workflow associated with benefit enrollment and life event changes?

Functionality	Code	Comments
System provides next-year enrollment capability while in current year.		
From a Web browser, employees can:	███	
View current benefits and related information.		
Compare current benefits to the new benefits employees may choose to elect.		
Compare the cost of current versus new benefits.		
Make benefit elections from a list of eligible benefits.		
Keep existing benefit elections with no changes.		
Modify existing benefit elections.		
Make new benefit elections to replace existing benefits.		
Waive or decline benefits.		
Review, add, modify and remove dependents and beneficiaries.		
Review benefits and summary description documents.		
Link to benefit plan provider Web sites for additional information to help in making informed benefit and provider choices.		
Save "in progress" enrollments and then later return to modify choices, make additional elections and complete the enrollment process.		
Make life event (e.g., baby, marriage) benefit changes.		
From a Web browser, managers can:	███	
Describe benefit plans and include specific plan details.		
Include customized messages to employees on enrollment pages, (e.g., new benefit notifications, additional instructions, deadlines for completion, disclaimer for those employees who decline a benefit).		
Specify the display order in which each benefit plan is viewed by the employee.		
Identify required and optional activities that designate an active versus passive enrollment.		

Functionality	Code	Comments
Limit the number of dependents to the employee for each benefit plan offered.		
Limit the number of dependent relationships to the employee for each benefit plan offered.		
View the statuses of all enrollments.		
Drill into benefit groups and plans to check specific enrollment information such as a list of employees whose enrollments are completed, in progress, or not yet started.		
Add or modify employee elections.		
Send due date reminders using an integrated e-mail feature.		
Use a "manage paperwork" feature to track requests for additional information or paperwork (e.g., proof that a dependent is enrolled in school, required Evidence of Insurability form)		
Create Internet links to benefit plan provider Web sites so employees can obtain additional details to help them make informed choices.		
Attach enrollment worksheets for employees to use when making life event benefit changes.		
Report and track benefits-related information and activities as they relate to new hires, benefit group changes, dependents, session setup, employee elections, and terminations.		
Export employee enrollment data (e.g., 401(k) plan), to a ready-to-send file that can be transmitted to appropriate plan providers or third party administrators prior to the plan effective date.		
Supports default benefits which can be set up for new hires.		
Supports unique enrollment dates for each benefit plan.		
Provides a next year enrollment capability.		
Provides ability to report life event (e.g., marriage) and allow "eligible" changes to benefit elections.		
Allows updates to dependent information for life events.		

LIFE EVENTS

1. Describe the life events that come standard without configuration.
2. Describe how the available life event options are established and maintained in your system.

Functionality	Code	Comments
Allows online enrollment form for associates to use when making life-event benefit changes.		
Supports life events processed through the associate self-serve function of the system.		
Provides online ability to make life event changes (marriage, birth of a child, death, divorce).		
Automatically prompts "eligible" changes to benefit elections when life event change made.		
Allows update to dependent information for life events.		
Allows removing a dependent.		
Alerts student status end date to associate and employer		
Allows update address changes.		
Allows change in marital status.		

LEAVE ADMINISTRATION

1. How are leaves of absence identified and processed in the system?, i.e. Personal Leave (PL) and Family and Medical leave Act (FMLA)
2. Explain how your system facilitates handling the provisions of the Family and Medical Leave Act (FMLA).
3. Describe how the system maintains leave of absence history records, time/hours used, including multiple leaves in a 12-month period so time off does not exceed maximum time allowed.
4. Describe how your system monitors workers' compensation and the related leave of absence
5. Describe the benefit premium collection process when associates are on leave without pay.
6. How are leave associates notified about open enrollment and their benefit elections processed?

Functionality	Code	Comments
Supports leave types		
Supports maximum duration of leave types and combined leaves, i.e. FMLA to PL, etc.		
Tracks due dates of Certification of Healthcare Provider Form by associate		
Tracks the approved date when the associate's leave of absence is expected to start.		
Tracks the approved date when the associate is expected to return from the leave.		
Tracks and reports cumulative FMLA/PL time taken.		
Maintains leave of absence history.		
Calculates the planned duration, based on expected end and expected start dates.		
Supports workflow approval processes for leave requests initiated by associates or managers.		
Displays warning message during pay processing if time entered exceeds the leave balance.		

Paid Time Off (PTO), Vacation, Personal Day, Sick

1. Can employees request PTO?
2. Describe how your system calculates accrued PTO. Can it handle multiple types of "time off" accounts (i.e. PTO, VAC, Sick & Personal Day)?

Functionality	Code	Comments
PTO accruals and leave administration can be processed without Time and Attendance feature.		
PTO plans can be configured for a lump sum accrual on an annual basis.		
PTO plans can be configured to accrue based on length of service and user defined rates.		
PTO plans can be configured to accrue based on user-defined frequencies.	■	
Per number of days		
Per number of weeks		
Per number of months		
Per number of years		
Per fixed date		
Per included hours		
Per included earnings		
Per pay period		
Per customer defined rules		
PTO plans can be configured to adhere to user-defined carryover rules		
Supports unlimited types of leave.		
Tracks the approved date when the employee's leave of absence is expected to start.		
Tracks the approved date when the employee is expected to return from the leave.		
Tracks and reports cumulative (FMLA) time taken.		
Maintains leave of absence history.		
Calculates the planned duration based on expected end and start dates.		
Employees can view PTO/leave plan balances.		
Employees can request PTO/leave.		
Manager can view PTO/leave plan balances.		
Managers can view pending employee PTO/leave requests.		
Manager can request PTO/leave.		
Workflow approval processes are included for PTO/leave requests initiated by employees or managers.		
Ability to have multiple leave rules based on the state in which the employee works.		

401(k)

1. Describe how your system exports 401(k) enrollment/change data to a ready-to-send file that can be transmitted to record keeper/trustee on a weekly basis or at initial enrollment.
2. Describe how you manage 401(k) changes from third-party vendors.
3. What types of information have you provided to third-party vendor regarding address changes, terminations, etc?
4. Explain how your system will enable us to handle associate loans against 401(k) plans, including repayment through payroll deductions.
5. How will the system notify us that an associate has an unpaid loan balance at   termination?
6. Explain how your system handles maximum IRS allowable annual contributions. How is this maximum changed as IRS maximums change?
7. Describe how your system calculates IRS maximum allowable contributions when participant chooses to contribute in both pre-tax and after-tax plans.
8. Describe how calculations for "employer portions" are established and managed in the system. Pre-tax & after-tax?
9. How are "catch up" contributions handled in your system?
10. Describe how 401(k) contributions, sent to our record keeper/trustee, are reconciled.

COBRA

Functionality	Code	Comments
Defines employee's COBRA status, date of qualifying COBRA event, description of COBRA event, and date the COBRA notification letter was sent.		
Defines dependent's COBRA status, date of qualifying COBRA event, description of COBRA event, and the date the COBRA notification letter was sent.		
Automatically captures COBRA information during the termination process		
Automatically generates COBRA notifications.		
Create COBRA notification letters and invoices.		
Exports all employee and dependent COBRA information to a third party COBRA administrator.		
Generates COBRA billing documents		
Maintains COBRA payment history		
Workflow approval processes are included for PTO/leave requests initiated by employees or managers.		

POSITION MANAGEMENT:

1. How are position statuses maintained in the system?
2. What information associated with the employee is controlled by the position?
3. What are the system rules for calculating FTE?
4. Will the system enable us to track positions currently including those budgeted now, in the future, and in the past?

Functionality	Code	Comments
Provides position management reports by different organizational levels.		
Tracks headcount and full time equivalents (FTE) associated with positions.		
Tracks multiple position assignments for an employee.		
Calculates FTEs in multiple ways.		
Stores unlimited history of changes recorded to the position record.		
Tracks unlimited history of changes to employee position assignments.		
Records information for replacement planning, indicating possible new positions for employees.		
Integrates with recruitment and staffing feature for establishing requisitions.		
Supports the generation of organization charts based on position "reports to" hierarchy.		
Tracks status of position approval.		
Allows overstaffing for positions.		
Prohibits assignments to a position if overstaffing is not allowed.		
Allows position codes in the GL distribution.		
Allocates employee pay by position code automatically.		
Assigns position number manually or automatically.		
Provides on-line position incumbent data.		
Provides on-line prior position incumbent data.		
Indicates budget period.		
Maintains approved budget by position including dollars, hours and FTEs.		
Tracks current budget accumulators and provides on-line views.		
Tracks budget variances.		
Maintains multiple budget plan years on-line.		
Standard reports that assess budgeted vs. actual FTE's and dollar amounts.		

PAYROLL:

1. Describe your application's payroll functionality.
2. Is this application integrated with the main HRIS application?
3. Was this application developed in house or purchased?
4. Explain how changes are tracked and viewed throughout the system.
5. Describe the payroll process for transferring an associate between departments,   companies, or states. Is this integrated with the HR function or is a separate process required?
6. Describe tools/features available for employees to submit inquiries on their pay.

Functionality	Code	Comments
Ensures payroll system reflects appropriate earnings and deduction codes based on company benefits and compensation structures.		
Allows system to be set-up to receive and manage company initiatives such as United Way.		
Provides online help in application for end-users.		
Provides online help in application for administrators.		
Provides "wizards" to walk users through completing tasks.		
Provides a "test" system for customers to test new features and potential changes.		
Provides a "test" system for customers to use for internal training.		

EARNINGS:

1. Explain how your system will enable us to pay multiple earnings that are taxed differently, but paid on the same pay check (e.g., regular wages taxed based on the W4 and bonus wages taxed at the supplemental rates on one pay check).
2. Explain how your system will enable us to combine multiple earnings for an individual working multiple positions or jobs.
3. Are there limits to the number of earning codes that can be established in your system?
4. Can specific earnings be scheduled for a specific payroll cycle?

Functionality	Code	Comments
Provides an unlimited number of earnings codes		
Pays various earnings types (e.g., severance or bonus) after an employee is terminated on system.		
Provides automatic gross up calculation for earnings.		
Allocates earnings by different organizational levels.		
Delivers all federal, state and local earnings tax categories.		
Calculates and initiates off-cycle/special payments (e.g., signing bonus, annual bonus).		
Delivers an expression builder to create company specific earnings calculations.		
Allows for earnings to be scheduled in the payroll calendar.		
Specifies start and stop dates for earnings.		
Differentiates which earnings to include/exclude from other calculations (e.g., shift, deferred compensation).		
Earnings codes are specific for different types or groups of employees (e.g., part time or executive).		
Tracks YTD amounts, by earnings type, for unlimited number of years in check detail history.		
Tracks YTD hours worked, by hours type, for unlimited number of years in check detail history.		
Supports the calculation of taxable fringe benefits.		
Supports the calculation of imputed income.		
Provides ability to enter non-taxable reimbursements.		
Handles employees with multiple rates of pay.		
Calculates various shift premiums.		
Accurately pays shift premium for employees who work multiple shifts.		
Overtime calculations include:		
Half time		

Functionality	Code	Comments
Time and a half		
Double time		
Triple time		
Calculates co-efficient overtime on the payroll input screen.		
Distinguishes between regular and premium wages for workers' compensation.		
Automatically accumulates hours and earnings by:		
Fiscal year-to-date		
Year-to-date		
Quarter-to-date		
Month-to-date		
Last payroll		
Employees can view YTD earnings through employee self -service.		
Define hours per week by employee or job level.		
Is file ID# unique i.e. no instances where a new number needs to be reassigned a new number regardless of entity.		

DEDUCTIONS/BENEFITS:

1. Describe the integration between benefits and payroll. When a change is made to an employee's benefit election (e.g., single to family coverage), how does the deduction amount get changed in payroll or other outside systems?
2. How does your product recover deduction amounts that have not been withheld from an employee's pay?
3. Does your system calculate garnishments based on the state and federal calculation rulings?

Functionality	Code	Comments
Provides an unlimited number of deduction codes.		
Calculates garnishments based on the state and federal calculation rulings.		
Stores other relevant garnishment data at the deduction level (e.g., case number, payee).		
Delivered logic to properly calculate multiple garnishments.		
Sends child support and/or other payroll deduction information to accounts payable for separate check processing.		
Delivers all federal, state and local deduction/benefit tax categories.		
Accommodates one time deductions.		
Delivers an expression builder to create company specific deduction calculations.		
Allows for deductions to be scheduled in the payroll calendar.		
Allows client-defined prioritizing of deductions.		
Associates goal limits to deduction codes.		
Supports start and stop dates for deductions.		
Automatically cancels specified employee deductions upon termination based on company business rules.		
Supports effective dating with deductions.		
Includes a rate table at the company level for benefit deduction amounts, so they are not manually entered on each employee.		
Deduction cost can be entered for the new year, while continuing processing for the current year		
Deduction codes are specific for different types or groups of employees (e.g., part time or executive).		
Tracks YTD amounts, by deduction type, for unlimited number of years in check detail history.		
Allocates deductions by multiple organizational levels.		
Maintains unlimited history of all deduction changes.		
Automatically accumulates deductions by:		

Functionality	**Code**	**Comments**
Fiscal-year-to-date		
Year-to-date		
Quarter-to-date		
Month-to-date		
Last payroll		
Allows employees to view YTD deductions through employee self service.		
Ability to temporarily override deduction amounts		
Temporarily inactivate deductions at the employee level one-time or on an on-going basis		
Temporarily inactivate deductions at the company level to affect all employees		

CALCULATING PAY

1. Where is gross pay calculated (i.e., payroll or time and attendance system)?
2. Describe how a time and attendance system would be integrated into the calculation of pay.
3. Describe how an out-of-cycle check is calculated and processed. Manual payments allowed?
4. Describe how time without pay and partial pay are calculated by your system. Include exempt and non-exempt.
5. Describe how pay is calculated for new hires and terminations.
6. Describe how adjustments to exempt salaries are calculated, particularly partial pay.

Functionality	Code	Comments
Supports unlimited earnings, deductions and tax codes.		
Supports different types of income.		
Supports associates with multiple rates of pay and department/cost center assignments.		
Tracks associates with multiple pay rates and departments/cost center assignments.		
Maintains and updates overtime and pay specific rules including state specific rules.		
Supports automatic retroactive pay calculations and payments.		
Enables date-driven salary changes (allowing past and future changes).		
Allocates by different organizational levels and/or projects.		
Calculates shift differentials and job premiums automatically.		
Automatic calculations		
Performs gross to net calculations per associate per check and are immediately viewable.		
Calculates and initiates off-cycle and special payments (e.g., signing bonus, annual bonus).		
Provides automatic gross up calculation for earnings.		
Overtime calculations include:	███	
Half time		
Time and a half		
Double time		
Triple time		
Guaranteed overtime (e.g., paid		
Customer can override an associates pay check by entering or changing:	███	
Tax frequency		
Method of payment (check vs. direct deposit)		
Rate of pay		
Shift codes – How many are allowed?		
Hours		
Earnings		
Deductions		
Deduction arrears		
Taxes (State, Federal, and Local)		

Functionality	Code	Comments
Allocation fields (dept, project, location, etc.)		
Non-Wage Income		
Handles earned income credit.		
Handles imputed income by pay period.		
Handles moving expenses to reflect as income		
Wage Allocations		
Supports multi-tier wage allocations across multiple cost centers		
System provides wage allocations by:	■	
Companies		
Departments		
Divisions		
Regions		
Locations		
Branches		
Cost centers		
Projects		
Pay groups		
Terminated Associates	■	
Automatically stops deductions and calculates final pay based on associate's termination date (including PTO,		
Identifies associates who have pension dollars required to be paid out at termination.		
Reporting	■	
Provides standard wage allocation reports		
Reports can be created with actual cost allocations including:	■	
Rate of pay		
Shift codes – How many are allowed?		
Hours		
Earnings		
Deductions		
Deduction arrears		
Taxes (State, Federal, and Local)		

TAXES:

1. Describe tax resources provided to your customers on tax regulations at the   federal, state, and local levels? How do your customers access this information?
2. Note whether you developed your own tax calculation system or you use another company's tax calculation system. If you use another company's tax calculation system, explain how it integrates with your payroll system.
3. What tax updates, if any, are provided and how are these updates received?
4. Describe how your system can accommodate consolidated tax returns for multiple companies.
5. Do you provide full tax filing processes?

Functionality	Code	Comments
Provides for all federal, state and local taxing jurisdictions within the United States and its territories.		
Provides for all taxing jurisdictions for international locations.		
Supports tax calculations of lived in versus worked in state and local payroll taxes.		
Supports state and local reciprocal agreements.		
Provides all relevant end of year payroll processing reports, including W-2, 941, 1099s, State, SUI, and worksite reporting.		
Supports the outsourcing of payroll tax deposits and filings.		
Vendor can provide a print service for W-2s.		
Supports client with preparing tax deposits and filings internally.		
Produces tax documents, magnetic media, and signature ready reports to file.		
Allows a customer to create/print their own W-2s.		
Allows an employee to view/print their own W-2.		
Supports federal, state and local supplemental wage taxation.		
Allows for earnings to be taxed at different tax rates (e.g., regular and supplemental) on the same check.		
Delivers all wage tax categories for wages reported (e.g., W-2, 1099).		
Maintains tax rates within the proposed system.		
Maintains a history of tax tables by change date.		
Employees can change W-4 information via a Web portal.		
Managers can change employee W-4 data via a Web portal.		
Tax documents (e.g., signed W-4, I-9) can be attached to an employee's record.		

Functionality	Code	Comments
Employees can perform pay check modeling.		
Provides a payroll tax reconciliation tool.		
Tracks YTD taxes, by tax, type for an unlimited number of years in check detail history.		
Tracks YTD taxable wages, by tax type, for an unlimited number of years in check detail history.		
Accommodates separate tax exempt controls for federal, state, and local taxes.		
Provides additional withholding fields for federal, state, and local taxes.		
Supports one time additional tax amounts in payroll processing.		
Allows for payroll adjustments to correct taxes to be posted to current quarter.		
Allows for payroll adjustments to correct taxes to be posted to a prior quarter.		
Allows for a payroll administration user to generate an employee W-2C.		

PAYROLL TIME ENTRY:

1. Explain how employee timesheets can be entered on-line. How are these timesheets approved?

Functionality	Code	Comments
Allows customization of the pay sheet so that only data for a specific payroll appears on the pay sheet.		
Specifies the columns the user wants to display on the pay sheet.		
Controls the properties of the columns the user specifies.		
Designates specific groups of employees to pay.		
Views employee and group totals as payroll data is entered.		

PAYROLL PROCESSING:

1. Describe the process, steps, and time required for running payroll.
2. Describe the payroll gross-to-net process. Include manual checks.
3. Describe situations that cause down time for other areas of the application when payroll is processing.
4. Describe the audit process for each payroll.
5. How are unscheduled payrolls handled?
6. Describe payroll and year-end processing in the proposed system.
7. Describe your adjustment process for a typical payroll. How are quarter-end and year-end adjustments processed?
8. Are all custom payroll reports available to view during payroll processing?   Please explain.
9. Are there any payroll reports that cannot be accessed while payroll is running? Why?
10. What is the process if payrolls need to be re-run multiple times?
11. Is there a limit to how many times payroll can be re-run?
12. Is data syncing necessary for payroll processing? Why?
13. Can you reprint checks if printer or something errors?

Functionality	Code	Comments
Run supplemental payrolls at any time.		
Provides for pay data entry by:	███████	
Employee online		
Manager online		
Batch uploads		
Import from third party time and attendance solution		
Exception-based/autopay (e.g., salaried or fixed hourly employees).		
Performs gross-to-net calculations per employee per check, which are immediately viewable.		
User can override an employee's pay check by entering or changing:	███████	
Tax Frequency		
Method of payment (e.g., check vs. direct deposit)		
Rate of pay		
Hours		
Earnings		
Deductions		
Deduction arrears		
Taxes		
Allocation fields (e.g., dept, job, project, location)		
Performs gross up calculations.		
Allows for an unlimited number of checks issued to an employee per payroll processing.		
When preparing multiple checks for an employee during a payroll process, options exists for direct deposit or live check as well as the ability to exclude or process deductions.		
Provides pre-check registers and audit reports prior to processing payroll.		
Allows for manual checks to be printed onsite or any location.		
Voids payroll checks by selecting the appropriate check; changes should be applied to applicable quarter's totals.		
Provides capability to re-run selected steps of the payroll process.		
Provides for check reconciliation.		
Using Web browser, administrators can run the entire payroll	███████	

Functionality	Code	Comments
process including:	██████████	
Collect employee time		
Open payroll		
Calculating pay (including gross-to-net)		
Pre-check preview and editing		
Check payroll processing status		
Generating pay checks and/or direct deposit advises		
Payroll reporting		
GL reporting		
Post payroll		
Close payroll		
Create manual checks (interim, voided)		
Print checks from the Web		
Update deduction goal amounts		
Perform check reconciliation		
Tax filing		
Supports different types of payment methods (e.g., direct deposit, live check).		
Print checks in any order, which may differ from payroll registers.		
Proposed vendor can provide check printing services.		
Provides internal check printing capability.		
Supports laser printed pay statements to include MICR coding and signatures.		
Supports unlimited check detail history .		
Provides online pay statements to employees without creating paper statements.		
Allows for paid time off information (e.g.,. vacation) to be on pay statement.		
Supports paying employees from different bank accounts.		
Create an "ACH" file for direct deposit.		
Can rerun "ACH" file to include adjustments.		
Allows employees to have up to 99 direct deposit accounts.		
Supports partial direct deposits in either a flat dollar amount or a percentage of an employee's pay.		
Supports Positive Pay.		
Process a refund (negative deduction) with no earnings, pretax and after tax deductions (taxes adjusted with refund).		

CHECK MANAGEMENT:

1. Describe how your customers process and print a check locally at their site.
2. Explain how your system provides direct deposit for associates including direct deposit to multiple accounts.
3. Indicate the maximum number of accounts to which an associate can deposit pay and the methods (fixed amount, percent, or other) by which the funds can be split.

Functionality	Code	Comments
Supports different types of payment methods (e.g., direct deposit, live check, etc).		
Supports printing checks in any order, which may differ from payroll registers.		
Supports check printing services by vendor.		
Supports unlimited check detail history.		
Provides online pay statements to associates, without creating paper statements.		
Allows for Paid Time Off and Accrued Absent Time (AAT) information to be on pay statement.		
Supports paying associates from different bank accounts.		
Creates an ACH file for direct deposit.		
Allows customer to rerun ACH file to include adjustments.		
Voided Checks		
Provides ability to void checks by number and reversals are immediately fed to the general ledger.		
Provides ability to enter multiple check voids by range.		
Direct Deposits		
Handles direct deposit to multiple financial institutions in various federal reserve districts.		
Allows for an unlimited number of checks issued to an associate per payroll processing.		
Allows for manual checks to be printed onsite.		

LABOR ALLOCATION:

1. Explain how the proposed system would allocate by different organizational levels and projects.
2. Describe how the proposed system handles employees with multiple rates of pay and department or cost center assignments. How would employees with multiple jobs or positions be handled?
3. Describe how your system recognizes over time for employees who work across various divisions or companies within the same work week.

Functionality	Code	Comments
System provides for an unlimited number of the following:	███	
Departments		
Divisions		
Locations		
Cost centers		
Jobs		
Supervisors		
Pay groups		
GL base accounts		
Tracks an unlimited number of labor distributions in history.		
Allows at least four client definable organizational levels.		
Supports a multi tier labor allocation (e.g., allocation on different fields, dept, job, location).		
Reports can be created with actual cost allocations including:	███	
Earnings		
Employee deductions		
Employee taxes		
Net pay		
Employer deductions		
Employer taxes		
Workers' compensation premiums		
Supports the creation of labor allocation files with user defined timeframes (e.g., 1 payroll period or 7 payroll periods).		
Allows actual labor allocations to be fed into General Ledger.		
Creates labor allocation reports.		
Allows for end of month accrual processing		

GENERAL LEDGER:

1. Describe your general ledger process.
2. Identify general ledger and financial systems that interface with your software?
3. Please describe how the proposed system will support multi-tier labor allocations to post actual employee cost to GL. This includes the allocation of wages, employee and employer taxes, and employee and employer deductions by multiple organizational levels.
4. What reporting tools are available to query General Ledger transactions generated from payroll?
5. Can data be exported to excel for editing capabilities?
6. Is there a limitation to length, character segments of General Ledger number?
7. Can you use descriptions in the General Ledger?
8. What setup is required for integration i.e. import and exports?

Functionality	Code	Comments
Maps GL account numbers within your payroll system.		
Accommodates multiple GL segments and can be printed separately or all together on reports.		
GL setup tables are assessable by users to change at any time.		
GL distribution report or file can be created for a user defined period.		
An exception to the GL mapping is accommodated down to the employee level.		
Creates GL accruals.		
GL account numbers can be changed by the user and the GL can be rerun for specified pay period(s)		
Immediate availability of GL data when the payroll is posted to history.		
GL historical data is accessible to user.		
Adjustments (e.g., manual and void checks) are automatically posted to GL.		
GL feature includes tools to export data in a user specified format.		
Provides an ad hoc query tool for reporting on GL data.		
Provides an OLAP tool for reporting on GL data		

TIME AND ATTENDANCE:

1. Please describe your Time and Attendance functionality.
2. Does your system include a leave management feature?

Functionality	Code	Comments
Includes multiple rounding rules by pay group.		
Multiple grace periods by pay group.		
Unlimited number of user defined time/earnings codes		
Includes the definition and application of complex pay rules based on timesheet details.		
Date effective recording of all timesheet- and employee-related data.		
Can maintain and modify any and all complex pay rules without vendor intervention.		
Allow employee punch captured for start and stop times of breaks and lunches.		
Allow group change capabilities to modify common elements in a group of employee timesheets.		
Employees can enter hours using on-line timesheets.		
Timesheet values can be adjusted by week and selected days within a week by authorized users.		
Provides a comprehensive audit trail of all changes made to the timekeeping records.		
Tracks both standard and actual hours by activity code for analysis purposes.		
Stores employee (contractor) hours to be withheld from payroll upload.		
Retro calculations based on payroll transfer date.		
Allow the viewing of overtime by employee(s) by time period.		
Allow validation of over 100,000 docket codes, in an on-line fashion, when activity code is entered at timekeeping device.		
Includes various types of payroll lockdown dates to freeze timesheet edits for payroll processing (i.e. supervisor lockout date, hands-off date, etc.).		
Allow a fully reconciled payroll, labor and job activity information captured and maintained within the application		
Allow the tracking of labor metrics (includes project, job, department and dockets).		
Allow the real-time alerting of immediate time and attendance value/ rule violations including:	███████	
Minor rule violation		
State rule violation		
Local rule violation		
No shows		
Approaching Overtime		
Allow employees to punch in and out and make position changes on-line.		
Allow on-line edits to daily timesheets by employee and by authorized users.		
Allow real time access to activities and related costing information.		
Allow the validation of absence codes against associated leave balances.		
Allow for absence tracking with year at a glance scoring and analysis.		

Functionality	Code	Comments
Allow for the viewing employee attendance data for a given year.		
Allow employees to request time off, tracks status with dynamic validation against time off business rules.		
Allow for the employee to view their timesheet along with weekly hours and costs.		
Allow for non-technical personnel to generate standard reports via a web-based, wizard-style interface.		
Allow for scheduled reports to run automatically and be distributed to specific users/distribution lists, via email or other means of distribution.		
Allow for the building, modification and maintenance of custom reports by non-technical employees.		
Allow for the report hours of worked/dollars earned by employee by selected date range.		
Allow the reporting employee leave balances totals.		
Allow for reports to be created by copying an existing report and modifying it.		
Allow for the routing of exception report results to supervisors.		
Allow for business intelligence rules to be built supporting customer specific requests.		
Tracks FMLA including intermittent leave.		
Report on FMLA status include intermittent leave based on rules established.		

Scheduling

1. Describe how your scheduling solution is integrated into time and attendance?
2. When was this product developed?
3. Was this application developed in-house or purchased?
4. Describe how this solution identifies/tracks scheduled vs. unscheduled shifts?
5. How many Emergency Medical Services clients are currently using your scheduling application?
6. Does your main HRIS system have any interfaces/integration with third party scheduling applications? If so, which ones?
7. Does your scheduling application have integrated functionality with certification tracking?
8. Does your scheduling application support minimum qualifications to fill certain spots on schedule?
9. Does your scheduling application provide a listing of qualified and eligible staff to fill open spots based on user defined eligibility criteria (i.e. lowest paid & qualified, last worked, etc.)?

Functionality	Code	Comments
Open shifts get posted automatically		
Employees can see entire schedule including open shifts		
Employees can request open shifts		
Employees can trade shifts		
Managers can set rules for position to position trades		
Manager approval Workflow process for requested shifts and trades		
Application supports shift bidding		
Supports multiple work locations (i.e. stations, vehicles, etc.)		
Employees can be temporarily be assigned to alternate work locations		
Supports multiple shift rotations to accommodate 8, 12, 13, and 24 hour shifts		
Ability to add customized one-time shifts on the fly		
Automatically generates shift rotations		
Open shifts are easily identified on main schedule page		
Ability to view open shifts by position type (EMT, Paramedic, etc.)		
Differentiates between rotational shifts (scheduled) and unscheduled shifts		
HRIS system will work with or without scheduling application		
Automatic email/messaging functionality to inform employees of open shifts, overtime shift approvals, trade approvals, non-approved time and shift cancellations, etc.		
Automatic email when employee revokes their time off or shift trade		
Ability for Manager to split a shift on the fly		
Employees can request to fill partial shifts		
Holiday/blackout date rules for finding own shift coverage		
Time data on shift start date for shifts that breach midnight		
Audit trail of who is covering for whom for time off and shift trades		
Ability to identify and track shift callouts		
Schedule and Time & Attendance are integrated		

Ability to set rotation schedule with a future effective date that updates schedule as of that date		

HISTORY:

1. Explain the kinds of historical information your system maintains.
2. What accumulators are standard? Please give examples.
3. For archived records, what is the retrieval time?
4. How is system performance affected by the growth of the historical records?

Functionality	Code	Comments
Provides a narrative history (e.g., for disciplinary actions, grievances, exit interviews).		
Provides point-in-time reporting capability.		
All historical data is viewable.		
All historical data is reportable.		
Maintain unlimited history on the following:		
Job information		
Salary and wage data		
Evaluation and performance data		
Career, skills and education		
Training information		
OSHA and workers' compensation data		
Organizational changes		
Employee status		
Benefit elections		
Pay check details		
Earnings detail		
Deduction detail		
Tax detail		
Archives older historical records.		
Can bring firm history from prior software.		

CONVERSION

1. Describe how existing history is extracted and imported to your system at conversion.
2. Are there fees associated with converting history?

POST CONVERSION

1. Define the historical information your system maintains and how long it is available to your customers.

EMPLOYEE SELF SERVICE:

1. Describe your application's employee self-service functionality. What are the major features?
2. Is this application integrated with the main HRIS application?
3. When was this product developed?
4. Was this application developed in house or purchased?
5. Please explain how your employee self-service feature will assist in the communication between the company and employees. What types of information can be made available to our employees, reducing the amount of calls to human resources and payroll?
6. Can pictures be embedded in an employee record? What are the file types?

Functionality	Code	Comments
Employees can view communications posted from administrators.		
Employees can access links that can launch:	■	
Documents (forms may be saved and/or printed).		
Web sites		
E-mails		
Employees can model their paycheck for changes including deductions, marital status, and exemptions.		
Employees can view and/or update personal information including:	■	
Name		
Address		
Phone numbers		
Emergency contacts		
Previous employment		
Educational background		
Employees can view their status and key dates.		
Employees can view company property assigned to them.		
Employees can view EEO/I9 information.		
Employees can view job information including:	■	
Job code and title		
Date and time in job		
Compensation		
Supervisor.		
Organizational levels		
Unlimited job history including change reasons		
Unlimited performance review history		
Unlimited salary review history		
Licenses		
Skills		
Tests		
Awards		
Employees can view unlimited pay history including:	■	
Net pay		
Hours by code		
Earnings by code		
Deductions by code		
Taxes by code		
Direct deposit distribution		
Employees can view current and previous year-to-date totals.		
Employees can view and update their direct deposit distribution		

Functionality	Code	Comments
and set effective date.		
Employees can download and print their W-2.		
Employees can designate that the electronic copy of the W-2 is the only copy that they require.		
Employees can enter time transactions.		
Employees can view benefit information including:	■	
Current benefit elections		
Employer contributions by code		
Beneficiaries and dependents		
PTO accruals and balances		
Cobra qualifying events		
Participate in an electronic open enrollment		
View all eligible plans		
View the costs associated with these plans		
Choose their benefit plan and coverage option		
Request time off from their manager		
Employees can update current benefits coverage based on the following life events:	■	
New hire		
Adding a dependent		
Removing a dependent		
Change in marital status		
Change in address/location		
Employees can view documents attached to their employee record.		
Employees can view open jobs.		
Employees can apply for open jobs.		

MANAGER SELF-SERVICE

1. Provide an overview of the features available through the manager self-serve.
2. Describe how managers are limited to information for only their direct reports (or within their organizations).
3. Describe the integration between your manager self-service application and your HRIS/payroll software.
4. Describe to what level access to information can be controlled (e.g., screen, field, etc.).
5. Does the application provide managers access to the entire employee self-service functionality? Please explain.
6. What employee data is a manager NOT able to access and does client control?
7. Are managers able to run reports from self-service? How is this performed?
8. Describe how managers can create and save their own reports.

Functionality	Code	Comments
Managers have access to the entire employee self-service capability.		
From a Web browser, managers can search for employees by name or employee number.		
From a Web browser, managers can view and/or modify the following information:	■	
Employee personal information		
Employee job information		
Employee job history		
Employee compensation history		
Previous employment information		
Educational background		
Licenses and certifications		
Salary reviews		
Performance reviews		
Begin requisition process to create job openings		
Review and approve vacation request		
Review and approve leave request		
Update organization information (e.g., department, division, supervisor).		
Assign employee paid through dates		
Attach documents to an employee record		
Establish whether attached documents are viewable by the employee		
Begin termination workflow process.		
Access on-line forms/checklist, etc.		

SYSTEM ADMINISTRATION:

1. Explain the delivered capabilities for a system administrator to manage self-service?
2. Can you have multiple system administrators?
3. What limitations would a system administrator have in managing self-service in a hosted environment?

Functionality	Code	Comments
Offers role-based security (system access based on an individual's role within the organization).		
Offers control over which values a user may select from when changing employee data (e.g., user is allowed to assign a certain number of job or department codes).		
Offers the ability to copy roles when creating them.		
Includes built-in workflow.		
Includes a Web business rules feature that enables administrators to view and edit entries in code and description tables.		
Includes a company communications posting feature that enables you to make company information available 24 x 7 to users via the Web.		
Includes the ability to upload and securely share documents such as Microsoft Word documents, Excel spreadsheets, and PDF files.		
Offers a page linking tool that allows users to create hyperlinks from your portal to external Web sites, other products or other Web pages (e.g., link to your benefits network).		
Includes the ability to designate whether page links will appear inside the product framework or be launched in a second browser.		
Includes the ability to customize the color scheme for your Web pages.		
Includes the ability to re-brand the Web pages (i.e., use your own logo).		
Includes the ability to add your own menu items and Web pages, and still be contained within the system's security framework.		
Includes the ability to establish user-defined fields on Web pages.		
Offers the choice to display or not display user-defined fields on employee Web pages.		.
Designates different levels of ability to manage system administration activities, from a super user with all rights, to users with lesser degrees of system administration access.		
Generates data-driven user names and		

Functionality	Code	Comments
passwords to increase the options for creating Web user login names and default passwords.		
Allows you to view user login activity.		
Adds non-employee users (e.g., IT support, auditors) as system users.		
Activates new Web users automatically or manually.		
Terminates employees' Web access inactivated automatically or manually.		
Resets user passwords.		
Requires strong passwords (case sensitive).		
Requires that passwords expire based upon a number of days designated by the system administrator.		
Requires that passwords for a given user are always different by maintaining password history.		
Stores and displays password hints to help remind users of their passwords.		
Uses a mass password reset to change the default password for one or all users.		
Ability to secure at a field level.		
Ability to audit who has viewed/changed items in the system.		
Can the system establish single log on for all components of system?		

WORKFLOW:

1. Describe the workflow capabilities delivered with employee self-service.
2. Is the workflow part of the employee self-service application, or is it delivered through a third party?
3. Please describe the workflow setup including where custom programming is required. Do you supply any predefined workflow processes? If so, how many are delivered as standard? How much flexibility does client have in building workflows?
4. Can you have multiple levels of approvals for your workflow?
5. Ability to configure notifications upon hire/term via both email and APIs to enable automated business workflow orchestrations.
6. What tools are available to enable workflow in your system?
7. Is there any limit to the number of approvals an action can go through? Can there be different workflow/approval paths based on reason or if/then else logic of a change (e.g. over threshold, level of person requesting the change)?

Functionality	Code	Comments
Provides built-in approvals for a hierarchy (multiple levels) of approvers.		
Provides for approval by role, where anyone who is assigned the role can approve incoming requests.		
Allows the re-allocation or delegation of tasks from one approver to another.		
Allows the assignment of observers and e-mail recipients to workflow processes.		
Automatically send e-mail notices to approvers to inform them that they have a request that requires attention.		
Automatically sends e-mail notices to the initiator of a request to let him/her know it has been approved.		
Allows users to view outstanding workflow transactions in various states such as pending or complete		
Allow out of the office delegations to automatically manage workflows during an individual's absence		
Allow users to cancel pending workflows (e.g., when an employee leaves the company).		
Provides wizards to walk managers through work event processes.		
Uses audit trails to capture all modifications to employee information.		
Captures the date and time when a request was approved.		
Captures who approved a request.		
Captures approver comments associated with a request.		
Performs real-time updates to employee information.		
Allows users to make date-sensitive changes, which are applied on the desired date.		
Allows users to view summary statistics about all workflow activity.		

Functionality	Code	Comments
Allows workflow e-mail messages to be customized.		
Displays warning and error messages to users in relation to requested changes.		

REPORTING:

1. Provide a brief overview of your reporting tools and how they are integrated with your HR and payroll system.
2. Does your system have point-in-time reporting capabilities?
3. Describe your ability to create workforce alerts (e.g., email reminders, reports, etc.).
4. Describe the ad-hoc report writer that is delivered with your software.
5. Is this part of the software or a 3rd party addition?
6. Describe the difference between Web and client reporting functionality.
7. Describe your point-in-time reporting capabilities.
8. Describe your ability to create workforce alerts (e.g. e-mail reminders, reports).
9. Describe any limitations creating online web reports? (e.g. formatting, fields, tables)
10. Do hosted clients and non-hosted clients have the same ad-hoc and web reporting capabilities?
11. Can the system support links to other websites?
12. Discuss how a non-technical user can obtain reports from the system without assistance.

Functionality	Code	Comments
Provides standard report capabilities.		
Provides ability to schedule standard reports.		
Provides access to unlimited years of check and schedule history.		
Provides flexibility for defining selection criteria, data ranges, sorting and grouping options, and report output enabling users to tailor information to their specific needs.		
Provides ability to set up and run batch reports.		
Provides ability to access reports area from within the system.		
Provides user-friendly, graphical user interface for accessing and running reports.		
Provides point-in-time reporting capabilities.		
Provides integrated ad hoc report writer.		
Generates reports on all fields that exist in the data dictionary.		
Allows for incorporation of graphics such as logos.		
Provides easy-to-use report catalog; user is not required to understand the database design.		
Presents data in a way that makes it easy for users to navigate within a database and assemble reports.		
Provides ability to change field names.		
Provides "open" system so that it can be used with other report writer tools.		
Provides managers with standard pre-formatted reporting functionality.		
Managers can run reports on live data		
Managers can select report criteria at run time		
Access to reports is based on a manager's role (filtered security setup).		
Data on reports is filtered by the manager's security (filtered security setup).		
Report results can be stored		
Managers can view and reuse a previously stored report		
Managers can select a report sort order		

Functionality	Code	Comments
Manager can select a report group order		
Manager can select report page breaks		
Managers can set expiration dates for reports		
Managers can output reports in PDF format		
Managers can output reports in Excel format		
Ad hoc Reporting from a Web browser		
Ad hoc reports can be scheduled		
Reports be run while managers are in other parts of the system		
Managers can store and access previously run reports		
Managers can create custom reports		
Reports can be assigned an expiration date for automatic purging		
Does the system have the ability to export reports in a format that may be sent to recipients electronically without manual reformatting?		
Can letters be generated as well as mailing labels in multiple formats directly from the system?		
Can the system perform calculations within reports such as Turnover and Retention rates for a specific time interval?		

IMPLEMENTATION:

1. What is your process for effectively managing the implementation process?
2. What is the ratio of implementation and training to software license fee?
3. How long is a typical product implementation?
4. Describe the typical implementation project team. Who is the primary point of contact during implementation?
5. Describe your approach to identifying, managing, mitigating, and tracking of project risks. Provide a sample risk mitigation plan.
6. Describe your issues management approach and plan. Provide a sample issues management plan and log.
7. During the implementation process, do your consultants assist with process improvement and/or best practices? Provide examples.
8. How many employees from client are needed to support the project?
9. What is your process for moving from implementation to customer maintenance?
10. How long does implementation team stay with client before transferring to customer service?

KNOWLEDGE MANAGEMENT:

1. Provide an overview of your training programs and delivery methods.
2. Is there a test database utilizing real data available for future new employee training?
3. Where are your training facilities located?
4. Is there a cost associated with training for customers during or after implementation?
5. What ongoing customer training is available?
6. What training materials do you provide?

CUSTOMER SERVICE/SUPPORT:

1. Provide an overview of your customer support and maintenance services.
2. What is the cost of your annual maintenance plan?
3. Do you use your Web site as a mechanism to provide support to your clients? How is the Internet part of your support strategy? Please explain.
4. What is the experience level of your service and support staff? What is the average length of service in your support area?
5. How does your firm educate and train your service and support staff?
6. What technologies do you take advantage of to run your support organization?
7. What hours does your company provide service and support?
8. How many support centers do you have and where are they located?
9. Is there weekend or after hour support?
10. Is there an after hours emergency contact number if needed? Is there a charge for this service?
11. How often do you release new versions of your software?
12. Do you have any user groups (regional or national)?
13. Do we get change information prior to release?
14. What is the test process for new versions?
15. How do you determine and prioritize changes in your system?
16. What is the migration process in upgrading to new versions?

Insert Resume's for Key Personnel and Identify the Project Manager

Insert your proposed project timeline

Insert your proposed project timeline

Submit or Affirm Insurability in event of award (see section 1.8)

ATTACHMENT 6 - REFERENCES

Agency	
Address	
City,State,ZIP	
Contact Person	
Telephone	
Date(s) of Service	
Type of Service	
Comments:	

Agency	
Address	
City,State,ZIP	
Contact Person	
Telephone	
Date(s) of Service	
Type of Service	
Comments:	

Agency	
Address	
City,State,ZIP	
Contact Person	
Telephone	
Date(s) of Service	
Type of Service	
Comments:	

Provide information on the nature, magnitude and outcome of any and all litigation and proceedings for the previous three (3) years involving your firm and it's activities.

Provide a list of any proposed sub-consultants or joint venture arrangements that may be used on this project.

Provide any other information that will provide insight to LEMS about the qualifications, fitness and abilities of the firm. This information should be succinct.